

The Art of Effective Communications Training Outline

Course Length: 2 to 3 days

Course prerequisites: none

Overview

In today's business environment, you **MUST** be able to communicate effectively. Through lecture and hands-on exercises, this course will give you the skills you need to effectively communicate with your co-workers, bosses, and customers.

Course Content

Section I: What Is Communication?

- Why Is Communication Important?
- Assumptions: What Are They and How Can They Affect the Communications Process?
- The Communications Cycle

Section II: Tools For Effective Communication

- The Four Approaches To Speaking
- Effective vs. Ineffective Communication
- Tones of Communication
- EFC: The World's Most Valuable Communications Tool
- The Four Essential Truths of Communications

Section III: Avoiding Communications Barriers

- Barriers and Communication

- Technical Communication Barriers
- Initiating the Communications Process

Section IV: Non-Verbal Communication

- Eye Contact
- Body Language

Section V: Active Listening

- The Message Content Formula
- Good Active Listening Traits
- Barriers To Active Listening
- Putting Active Listening Tools To Work
- Be An Empathetic Listener
- Tips On Becoming An Active Listener

Section VI: Assertive Communication

- Using your Voice Effectively
- Potential Vocal Problems
- Managing Your Pace
- Speaking Positively
- Communicate Your Message Clearly
- Focus On Solutions
- Avoid Speaking Negatively
- Engage Your Listeners
- Keeping Your Listeners Involved

Section VII: Handling Conflict and Anger

- The Destructive Path
- The Constructive Path
- Four Approaches To Handling Conflict
- Using the Assertive Approach
- Keeping Conflicts Cool
- Resolving Conflicts
- The Resolving Concerns Conflict-Resolution Model
- The Needs Based Conflict-Resolution Model

- Dealing With Negative Reactions

Section VIII: Communicating With Management

- Sources of Authority
- Problems With Authority
- Positive Communication With Your Boss