

COMMUNICATIONS SKILLS:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: The Big Picture

- What is Communication?
- How Do We Communicate?
- Other Factors in Communication

Module Three: Understanding Communication Barriers

- An Overview of Common Barriers
- Language Barriers
- Cultural Barriers
- Differences in Time and Place

Module Four: Paraverbal Communication Skills

- The Power of Pitch
- The Truth about Tone
- The Strength of Speed

Module Five: Non-Verbal Communication

- Understanding the Mehrabian Study
- All About Body Language
- Interpreting Gestures

Module Six: Speaking Like a STAR

Module Seven: Listening Skills

- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others

Module Eight: Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions

Module Nine: Appreciative Inquiry

- The Purpose of AI
- The Four Stages
- Examples and Case Studies

Module Ten: Mastering the Art of Conversation

- Level One: Discussing General Topics
- Level Two: Sharing Ideas and Perspectives
- Level Three: Sharing Personal Experiences
- Our Top Networking Tips

Module Eleven: Advanced Communication Skills

- Understanding Precipitating Factors
- Establishing Common Ground
- Using "I" Messages

Module Twelve: Wrapping Up

- S = Situation
- T = Task
- A = Action
- R = Result
- Summary

- Words from the Wise