

## Effective Communications Skills

### Course Summary

#### Description

Through lecture, discussion, and workshop, this class is designed to help the attendee identify and develop what is needed within themselves to become an effective communicator.

#### Objectives

At the end of this course, students will be able to:

- Use the keys to effective interpersonal communications
- Develop connections with their listeners
- Develop energy to excite the listener
- Develop credibility of speaking

#### Topics

- The Foundations of Communications:
  - Listening and Connecting
- Are You a Practicing Non-Listener?
- What Type of Listener Are You?
- Speaking with (not at) People
- Keep Your Emotions in Check
- Help Others Keep Their Emotions in Check
- Body Language?
- Developing The Necessities:
  - Connection
  - Energy
  - Credibility
- Exercises are interspersed
- Dealing with Criticism: It Goes Both Ways
- Written Communications: Framing What you Write
- Communicating with Difficult Personality Types
- Communicating with Upper Management
- Special Considerations: Communicating with a Group
- Exercises are interspersed

#### Audience

This course is designed for anyone in a business or interpersonal relationship needing to communicate with subordinates, co-workers, and management in an effective and efficient manner

#### Prerequisites

There are no prerequisites for this course.

#### Duration

Two days