



Communication Skills - 2 days

Description:

Effective communication skills are the key to influencing others and to establishing and maintaining good relationships. This interactive workshop describes how to achieve mutual understanding and greater clarity in interpersonal communication, identifies and develops communication skills, and provides opportunities for refining skills through role-playing activities.

Audience:

IT (information technology) and other professionals at all levels.

Prerequisites: No prerequisites.

Objectives

After completing this course, participants should be able to:

- Identify barriers to communication
- Identify verbal and non-verbal communication techniques
- Employ active listening techniques
- Recognize effective telephone techniques
- Employ influencing techniques
- Use appropriate terminology for different audiences

Course Topics

Introduction

Communication Overview

- Identifying Barriers to Communication
- Defining Communication
- Results of Miscommunication

Interpersonal Communication

- Body Language
- Using Body Language to Communicate
- The Pitfalls
- Active Listening
- Verbal Communication
- Choosing and Matching Language
- Appropriate Language

Telephone Skills

- Effective Telephone Techniques
- Voice Matching
- Telephone Tips
- Voice Mail Guidelines

Influencing Skills

- Influencing Factors
- Preparing to Influence
- Influencing Others
- Influence or Manipulation

Workshop Review

- Review
- Post-Workshop Assessment