

## COMMUNICATION SKILLS TRAINING

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**COURSE LENGTH: 1.0 DAYS**

The Communication Skills training course from PD Training teaches you powerful concepts like how different personality types can influence communication, what your personal communication preferences are, and most importantly how to implement and use these skills immediately.

You'll learn strategies for overcoming common communication barriers as well as essential skills like active listening, effective use of voice and tone, investigative questioning skills and exploring the importance of body language and the non-verbal communications coming from others.

If you have ever wanted to communicate with more clarity and impact, in any of your relationships, then this course was designed for you!

This popular professional development training course is available throughout Australia, including Brisbane, Sydney, Melbourne, Perth, Adelaide, Canberra and Parramatta.

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## COMMUNICATION SKILLS TRAINING COURSE OUTLINE

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### FOREWORD

This communications skills training course helps people communicate appropriately and clearly in any situation. This is a great course for everyone as the benefits can have a positive effect on every aspect of your life.

Learn to understand how you communicate, how others communicate and how to adjust your communication style to meet their needs. Discover how effective communication is greatly improved by understanding communication preferences based on personality type and learn how to overcome some common obstacles to effective communication.

This interpersonal Communication Skills training course will ensure that your colleagues, friends and family will receive your message clearly, which should improve your workplace relationships as well as your personal relationships in general. If you have never completed a communications course of this type, you are missing out on understanding some of the most fundamental concepts that will have a profound effect on your success in the workplace and life in general.

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### OUTCOMES

#### After completing this course, participants will:

- ▶ Gain insight into their personality type and communication preferences by using our proprietary profiling tool
- ▶ Learn to recognise other people's personality types and communication preferences
- ▶ Learn to adjust your own communication approach based on need and situation
- ▶ Understand barriers to effective communication and how to overcome them
- ▶ Learn how to effectively utilise pitch, tone and speed
- ▶ Master the S.T.A.R. method for speaking on the spot
- ▶ Learn to use and read body language appropriately
- ▶ Learn how to listen more actively and effectively
- ▶ Gain valuable insights by asking open-ended questions
- ▶ Become a more effective communicator through the use and application of practical tools

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### MODULES

#### Lesson 1: Communication is key to success

- ▶ 5 Habits of Highly Effective Communicators
- ▶ Reflection

#### Lesson 2: LDP – Communication Evolution Tool

- ▶ Adjusting your style for a better approach:
- ▶ Communicating when stressed
- ▶ Reflection

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### Lesson 3: Bridge the Gap to Communication Barriers

- ▶ The Communication Process
- ▶ Types of Barriers
- ▶ Self-Awareness – Johari Window
- ▶ Reflection

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### Lesson 4: Beyond Verbal Communication

- ▶ Understanding the Mehrabian Study
- ▶ All About Body Language
- ▶ Para-Verbal Communication Skills
- ▶ The Power of Pitch
- ▶ The Truth about Tone
- ▶ The Strength of Speed
- ▶ Reflection

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### Lesson 5: Active Listening

- ▶ 8 Common Barriers to Effective Listening and how to overcome them
- ▶ Quadrant of cognitive/explanatory styles
- ▶ Understanding Active Listening
- ▶ Sending Good Signals to Others
- ▶ Ladder of Inference
- ▶ Reflection

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### Lesson 6: Asking Good Questions

- ▶ Open Questions
- ▶ Closed Questions
- ▶ Probing Questions
- ▶ Reflection

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### Lesson 7: Speaking Like a STAR

- ▶ S = Situation
- ▶ T = Task
- ▶ A = Action
- ▶ R = Result
- ▶ Using “I” Messages
- ▶ Active Constructive Response - ACR
- ▶ Reflection

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### Lesson 8: Reflections

- ▶ Create an Action Plan
- ▶ Accountability = Action

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)
- ▶ [Public Classes - Enrol Now!](#)