

PDCS: Communication Skills Training

Duration

1 day

Introduction

This communications training course helps people communicate appropriately and clearly in all situations. This is a great course for everyone as the benefits can have a positive effect on every aspect of life. Learn to understand how you communicate, how others communicate and how to adjust to meet their needs. Discover how effective communication is greatly improved by understanding communication preferences and overcoming communication barriers.

This interpersonal communication course will ensure your colleagues receive your message clearly and improve your workplace relationships in general. If you have never completed a communications course of this type you are missing out on understanding fundamental concepts that will have a profound effect on your life and success in the workplace.

In this course participants will:

- Gain insight into their personality type and communication preferences, 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 tone
- Master the S.T.A.R. method for speaking on the spot
- Learn to use body language appropriately
- Learn to listen actively and effectively
- Gain insight into asking open questions
- Become a more effective communicator through the use and application of practical tools

Course Content:

Lesson 1: Getting to know yourself - CHOIce

What is your personality type?

What are your communication preferences?

What are your communication tendencies?

Lesson 2: Understanding others - CHOIce

What other personality types are out there?

What are their communication preferences?

What are their communication tendencies?

Lesson 3: Making allowance for others CHOIce and circumstance

Consider your approach

What is the receiver's CHOIce?

What type of message are you delivering?

Is sensitivity, personal touch, speed, evidence, privacy or public acknowledgement most important?

Develop strategies for future application

Lesson 4: Understanding Communication Barriers

An Overview of Common Barriers

Language Barriers

Cultural Barriers

Differences in Time and Place

Lesson 5: Paraverbal Communication Skills

The Power of Pitch

The Truth about Tone

The Strength of Speed

Lesson 6: Non-Verbal Communication

Understanding the Mehrabian Study

All About Body Language

Interpreting Gestures

Lesson 7: Speaking Like a S.T.A.R.

S = Situation

T = Task

A = Action

R = Result

Summary

Lesson 8: Active Listening Skills

Seven Ways to Listen Better Today

Understanding Active Listening

Sending Good Signals to Others

Lesson 9: Asking Good Questions

Open Questions

Closed Questions

Probing Questions

Lesson 10: Appreciative Inquiry

The Purpose of AI

The Four Stages

Examples and Case Studies

Lesson 11: 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

Lesson 12: Conversational Psychology

Understanding Precipitating Factors

Establishing Common Ground

Using "I" Messages