

Course Name: Effective Communication

Course Outline:

Forms and methods of communication

- One-way versus two-way communication
- Process of communication
- Breakdown of communication
- Different communication methods and their effectiveness
- *Presentation, exercise in trios, facilitated whole group discussion*

Communication styles

- Perceptions and filters
- Appreciating different communication styles
- Identifying our own communication style and preference
- Adjusting to other styles
- *Individual exercise, facilitator presentation, small group exercises, facilitated group review*

Non-verbal communication

- Voice tone and projection
- First impressions and building rapport
- Body language
- Active listening
- *Large and small group exercises, pairs practice with facilitated group review*

Action planning and reflection

- Review of learning
- *Individual reflection, action planning communication skills exercise with co-coaching, facilitated group review*

The training will be supported with:

- An optional participant pre-course questionnaire and/or pre-course reading on effective communication

- A colour printed workbook with tips, communication techniques and space for personal notes
- An electronic pre-course Communication Styles questionnaire