

## **Effective Communication**

**Course Duration: 8 Hours (1 Day)**

### **Overview**

The Effective Communication course is a comprehensive program designed to enhance interpersonal communication skills among participants. It covers a wide spectrum of topics, starting from the basics of One-way versus two-way communication, understanding the Communication process, and recognizing potential breakdowns. Through various methods, including presentation and group exercises, learners will grasp the nuances of different communication methods and their effectiveness. The course also delves into Communication styles, helping learners to recognize their own preferences and adapt to others' styles, utilizing activities like small group exercises for practical learning. Non-verbal communication is another critical aspect covered, focusing on voice, body language, and active listening, with hands-on practice to solidify understanding. Finally, the course emphasizes personal development through action planning and reflection, ensuring that learners can apply their new skills effectively. Support materials like a pre-course questionnaire, a detailed workbook, and an electronic Communication styles questionnaire complement the learning experience, making it a robust program for anyone looking to improve their communication skills.

### **Audience Profile**

Koenig Solutions' Effective Communication course is designed for professionals looking to enhance their interpersonal and corporate communication skills.

- Project Managers
- Team Leaders
- Customer Service Representatives
- Sales Professionals
- Human Resources Personnel
- Marketing Executives
- Corporate Trainers
- Business Consultants
- Public Relations Officers
- IT Managers
- Support and Helpdesk Staff
- Business Analysts
- Organizational Development Professionals
- Executives and Managers at all levels
- Non-Profit Organization Leaders
- Educators and Academic Administrators

- Healthcare Professionals

## Course Syllabus

### Forms and Methods of Communication

- One-way versus two-way communication
- The communication process
- Communication breakdown
- Different communication methods and their effectiveness
- Presentation, exercises in trios, and facilitated whole-group discussion

### Communication Styles

- Perceptions and filters
- Appreciating different communication styles
- Identifying our own communication style and preferences
- Adjusting to other styles
- Individual exercises, facilitator presentations, small group exercises, and facilitated group reviews

### Non-Verbal Communication

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

### Action Planning and Reflection

- Review of learning
- Individual reflection and action planning
- Communication skills exercises with co-coaching and facilitated group review

### Training Support Materials

- An optional pre-course participant questionnaire and/or pre-course reading on effective communication
- A color-printed workbook with tips, communication techniques, and space for personal notes
- An electronic pre-course Communication Styles questionnaire