

KOENIG SOLUTIONS • COURSE OUTLINE

Effective Communication: Non-Verbal & Active Listening

Learn to interpret communication styles, non-verbal cues and active listening to strengthen interpersonal interactions.

1 Day

8 HOURS A DAY

4

MODULES

14

TOPICS

4

HANDS-ON ACTIVITIES

COURSE 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.

WHO THIS COURSE IS FOR

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

What You Will Need

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

LEARNING OBJECTIVES

- Explain the difference between one-way and two-way communication
- Describe the stages of the communication process
- Identify common causes of communication breakdown
- Compare different communication methods and their effectiveness
- Identify personal communication style and preferences
- Adjust communication approach to suit other styles
- Apply voice tone and body language to build rapport
- Apply active listening techniques in conversations

COURSE SYLLABUS

4 Modules, 14 Topics

01

Activity

Forms and Methods of Communication

TOPICS

- One-way versus two-way communication
- The communication process
- Communication breakdown
- Different communication methods and their effectiveness

02

Activity

Communication Styles

TOPICS

- Perceptions and filters
- Appreciating different communication styles
- Identifying our own communication style and preferences
- Adjusting to other styles

03

Activity

Non-Verbal Communication

TOPICS

Voice tone and projection · First impressions and building rapport · Body language · Active listening

04

Activity

Action Planning and Reflection

TOPICS

Review of learning · Individual reflection and action planning

HANDS-ON ACTIVITIES

Practise What You Learn

#	MODULE	ACTIVITY
01	Forms and Methods of Communication	Presentation, exercises in trios, and facilitated whole-group discussion
02	Communication Styles	Individual exercises, facilitator presentations, small group exercises, and facilitated group reviews
03	Non-Verbal Communication	Large and small group exercises, paired practice, and facilitated group review
04	Action Planning and Reflection	Communication skills exercises with co-coaching and facilitated group review

WHAT IS INCLUDED

Everything You Need to Succeed

- Koenig course material for every module
- Delivery by certified instructors and subject matter experts
- Hands-on exercises throughout the course
- Course completion certificate from Koenig

ABOUT KOENIG

Who We Are

Established in 1993, Koenig Solutions is a globally recognised training provider with 35+ technology partnerships, 5,000+ training programmes and a network of certified instructors and subject matter experts, supporting individuals and enterprise teams worldwide.

FLEXIBLE DELIVERY

Learn the Way That Suits You

Classroom Training

Live Online Classes (ILO)

Fly-Me-A-Trainer (FMAT)

Flexi (Self-Paced)

1-on-1 Training

Ready to Get Started?

Talk to a learning advisor about schedules, group training and customised delivery.

Visit koenig-solutions.com

✉ info@koenig-solutions.com