

KOENIG SOLUTIONS • COURSE OUTLINE

Communication Skills: Active Listening & Presentations

Communication works for those who work at it.

6

MODULES

45

TOPICS

1

HANDS-ON ACTIVITIES

COURSE OVERVIEW

In business, productivity is directly related to the effectiveness of communication in the workplace. This training focuses on organizational and personal development, encompassing communications, management, personality, relationships, and behavior. It helps enrich your dealings with people and your understanding of yourself.

WHO THIS COURSE IS FOR

Team Members

People Managers

Team Leads

Meeting Facilitators

Business Professionals

LEARNING OBJECTIVES

Core Areas of Communication:

- Improving your understanding of your transactions with people
- Providing alternate ways of conducting your transactions with people
- Understanding yourself and others and communicating accordingly

6 Modules, 45 Topics

01

Basics of Interpersonal Communication

STRUCTURING COMMUNICATION

Have a clear objective · Highlight critical points · Be clear and concise · Understand the audience · Build rapport

LISTENING

Active Listening · Reflective Listening · Passive Listening

Non-Verbal Communication

02

Presentation Skills

TOPICS

Storytelling · Engaging with the Audience · Scripting Thoughts · Basic Presentation Do's and Don'ts

HANDS ON PRACTICE

- Delivering Confident Presentations

03

Principles of Effective Communication

TOPICS

Conversation Starters · Speaking with Tact and Clarity · Workplace Euphemism · Active Listening · Leading Impactful Meetings · How to Give/Receive Feedback · How to Communicate Professionally

04

Communication Power Play

TOPICS

Persuasive Phrases · Power of Pause · Rate of Speech · Tone and Fillers · Adding Emphasis · Summarizing and Paraphrasing · Workplace Euphemism · Art of Storytelling

05

Additional Topics

TOPICS

- Looking at Communication Barriers
- Factors Affecting Communication
- How a Message Flows
- Barriers to Communication and How to Overcome Them
- Skilled Communication - The Five 'C's
- Transactional Analysis/Albert Mehrabian Technique in Communication
- Transactional Analysis and Albert Mehrabian Interlink
- The Importance of Agendas and 'Action Minutes'
- Business Etiquette and Grooming
- Hindering and Helping Behaviours for Effective Communication

06

Behavioural Style - Knowing Yourself and Others

BEHAVIOUR STYLE ANALYSIS - AMIABLE, EXPRESSIVE, ANALYST, DRIVER

- Knowing Your Style
- Understanding Others' Styles
- Adapting Styles to Interact Better with Others

JOHARI WINDOW - BUILDING RELATIONSHIPS IN WORKPLACE

- The Johari Window
- Know Yourself
- Know How to Build Relationships with Others
- How to Use Feedback Techniques to Develop Better Relationships

NOTES

Expected Outcomes

- Effortlessly strike conversations with others
- Identify the negative thoughts and fears that stop assertive communication
- Gain confidence to make presentations before a group
- Know your Communication Style
- Learn international best practices in StandUp Presentations
- Communicate and share ideas knowing your teams'/groups' learning styles
- Communicate with Credibility
- Simplify complex information
- Handle challenging questions

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.

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