COURSE SYLLABUS

Effective Communication

Identify your communication style and practice adapting your message. Explore listening, body language, tone, and common communication barriers in private training for business groups.

> Group classes (Live Online) and onsite training are available for this course. For more information, email corporate@nobledesktop.com or visit: https://training-nyc.com/courses/effective-communication



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Course Outline

Module 1 – Communication styles

I. Communication barriers

Generational, cultural, communication style

II. Communication styles

- Communication styles inventory
- The cause of most communication problems
- Examples of communication style misunderstandings
- Rebranding your communication style

III. Assertive communicator

- What does it mean to be an assertive communicator?
- How to become an assertive communicator

Module 2 – The communication process

IV. From message to delivery

- What's more important, the message or the delivery?
- Crafting a clear message

V. Body language and tone

Non-verbal communication

VI. Delivering a clear and effective message

Practice and feedback

Module 3 – Active listening

VII. Listening

- What does it mean to listen?
- 3 tenets of active listening

VIII. Openness and empathy

The “tell me more about that” approach

IX. Asking open-ended questions

- Examples of open-ended/closed questions
- 3 questioning techniques
- Practice asking open-ended questions