

# Communication Skills Training Description

## Communications Styles

- What is an ideal communication?
- What are different styles of communication?
- What are the 4 orientations in effective communication and how does each person's style impact their communication with you?

## Interacting with People

- What does it mean to be assertive and how can you achieve it?
- How to provide feedback to others so they take your word seriously?
- How can you avoid appearing aggressive?
- How to use systematic methods to evaluate what you know about yourself and what you know about others?
- How to learn which areas you need to work on to improve yourself based on other people's impression of you?

## Questioning Techniques

- How to ask the right questions at the right time?
- How to get what you want and stay friends?
- How to address uncomfortable issues and prepare others to open up to you?
- What are the differences between *open* and *closed* questions and how can you take advantage of each?
- How to seamlessly guide a conversation towards the direction of your choice?

## Misunderstanding

- What causes misunderstanding?
- How can you minimize misunderstanding?
- How can stereotyping affect your communication?
- How to use active listening to gain rapport and commitment?
- When should you use *first person* sentences when communicating with others and when should you use *second person*?

## Empathy & Emotional Intelligence

- What is the effect of empathy on communication?
- How to use a simple empathic technique to construct sentences based on what you hear from others and make an empathic communication?

## Telephone Skills

- How to handle phone conversations?
- How to put people on hold?
- How to transfer a phone call to someone else?
- How to end a phone call?

## Body Language

- How can you read people through their body language and understand their motives better?
- What gestures should you be aware of?
- What are the differences between open and closed body gestures and how do they impact your communication with others?
- How to spot lies?
- How to control your voice to get maximum effect?

### By the end of this course, participants will be able to:

- Use different **communication styles** when needed based on circumstances
- Express your ideas **assertively**, confidently and precisely
- Ask the **right questions** for the **right reasons**
- Discover what you **know about yourself** and how others **think of you**
- Avoid **misunderstandings** and overcome communication barriers
- **Empathize** to establish trust and communicate effectively
- Deliver your **potentially negative message** and get a good response
- Read and interpret **body language** and **gestures** while communicating with others