



## COMMUNICATION STRATEGIES

Have you ever wondered why it seems so difficult to talk with some people and so easy to talk with others? Can you recall an occasion where you met someone for the first time and immediately liked that person? Something about the individual made you feel comfortable.

A major goal of this workshop is to help participants understand the impact that their communication skills have on other people. They will also explore how improving these skills can make it easier for them to get along in the workplace, and in life.

### **This two-day workshop will help participants learn how to:**

- ✓ Identify common communication problems that may be holding them back
- ✓ Develop skills to ask questions
- ✓ Learn what their non-verbal messages are telling others
- ✓ Develop skills in listening actively and empathetically to others
- ✓ Enhance their ability to handle difficult situations
- ✓ Deal with situations assertively

## COURSE OUTLINE

### **Creating Positive Relationships**

During this session, participants will explore ten ways to build positive relationships, including using uplifting messages.

### **Growing Self-Awareness**

Our confidence in our ability to express ourselves well and to keep our composure in difficult situations can be a crucial asset in the workplace. In this session, participants will complete a self-confidence assessment. Then, the group will discuss ways to improve their self-confidence.

### **Communication Basics**

During this session, you will help participants identify their communication strengths and weaknesses through several reflective exercises.

### **Communication Barriers**

After a large group case study, participants will work in small groups to discuss barriers to communication. Participants will also complete a short exercise to help them develop a habit of mindfulness.

### **Asking Questions**

This session will examine questioning skills (including open questions, closed questions, and probing) through a lecture and a pairs exercise.



### **Listening Skills**

Participants will work on their listening skills by participating in two quizzes and several group exercises.

### **Body Language**

To start the second day, the trainer will talk about the idea of body language in a lecture. Then, participants will complete a small group exercise and a large group exercise to explore the concept further.

### **Communication Styles**

This activity will allow participants to take a more objective look at the advantages and disadvantages of both sides of different dichotomies related to communication styles.

### **Creating a Positive Self-Image**

During this session, we will look at the things people determine from your appearance. Participants will explore this idea further using the pictures gathered from the pre-assignment. The session will conclude with a self-evaluation exercise.

### **Frame of Reference**

This session will explore our frame of reference and the assumptions that we make. Participants will also take place in an activity that will strengthen their ability to speak about communication concepts more easily.

### **Techniques for the Workplace**

In this session, participants will learn about two key elements of an effective message: preparation and delivery.

### **Assertiveness**

How we see ourselves has an impact on how we interact with others. Through lecture, case studies, and discussion, this session will investigate ways that participants can improve their self-image and thereby deal with difficult situations assertively and positively.

### **Workshop Wrap-Up**