

Communication Skills Course Content

Foundation Tools

- Set clear communication objectives
- Establish clear understanding of roles
- Clarify the requirements and process that is most effective to achieve communication outcomes
- Identify and utilize common ground for successful interactions
- Team Exercise

The Communication Process

- Stages of Communication
- Prepare the message
- Match the message
- Deliver the message
- Barriers to communication
- Communication Exercise-Case Studies

Communication Skills

- Choice and Control
- Emotional Intelligence
- Four Key Components
- Developing Trust
- Gaining Rapport
- Outcome Thinking
- Listening for understanding
- Expressing without Provoking
- Questioning for Specifics

- Summarizing

Influencing

- Expanding the Skill Set
- Influencing Framework
- Guidelines
- Personal Needs and Motivations
- Influencing Strategy
- Influencing Exercise-Planning and Practice

Challenging Situations Understanding and Managing Conflict

- Communicating Non-Defensively
- Communicating Exercise-Real Plays
- Facilitating Team Communications
- Dealing with Dreaded Behaviors
- Team Exercise-Difficult Situations

Summary and Action Plans

- Lessons learned and plans for ongoing development