



Communication Strategies

Course Description

This two-day workshop is designed to help you improve your interactions with other people in your workplace or at home. This workshop gives participants the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. This workshop can also help participants who are struggling to find that middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people. Participants also learn more about the elements of our communication with others that help us reveal appropriate information about ourselves, and how to get a handle on how to better manage ourselves for a professional image.

Course Objectives

Upon successful completion of this course, students will be able to:

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

Course Content

Introduction and Course Overview

- You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

The Ten Commandments of Positive Relationships

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

Self-Awareness

- Knowing your fears can help you address them. Participants will complete a self-confidence assessment and then the group will discuss fears and solutions.

Communication

- During this session, you will help participants identify their strengths and weaknesses through a personal exercise and a role-play

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 illustrate how these barriers apply to everyday life.

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 a role play. We have also provided two lectures for the trainer.

Remembering Names

- To start the second day, participants will complete a list of the names of other participants. Then, the trainer can segue into a discussion on tips for remembering names.

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Body Language

- To begin this session, 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.

Johari Windows

- The Johari Window is a way of looking at our self-awareness and our ability to ask feedback of others. We will look at the Johari Window in detail during this session.

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 through a lecture, large group exercise, and group discussion.

Five Approaches to Relationships

- We will begin this topic with a short lecture. Then, participants will explore a particular approach of their choice in a small group. Next, each group will report their findings.

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

- At the end of the day, students will have an opportunity to ask questions and fill out an action plan.