



MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

Make your Dreams Come True

2016/17 Course Outline

MSPD Skills Development Programme

Communication Strategies

Course Overview

This course will help participants understand the different methods of communication and how to make the most of each of them. These strategies will provide a great benefit for any organization and its employees. They will trickle down throughout the organization and positively impact everyone involved.

Course Outline

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: The Big Picture

- What is Communication?
- How Do We Communicate?
- Other Factors in Communication

Module Three: Understanding Communication Barriers

- An Overview of Common Barriers
- Language Barriers
- Cultural Barriers
- Differences in Time and Place

Module Four: Paraverbal Communication Skills

- The Power of Pitch
- The Truth about Tone
- The Strength of Speed

Module Five: Non-Verbal Communication

- Understanding the Mehrabian Study
- All About Body Language
- Interpreting Gestures

Module Six: Speaking Like a STAR

- S = Situation
- T = Task
- A = Action
- R = Result

Module Seven: Listening Skills

- Seven Ways to Listen Better Today
- Understanding Active Listening
- Sending Good Signals to Others

Module Eight: Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions

Module Nine: Appreciative Inquiry

- The Purpose of AI
- The Four Stages
- Examples and Case Studies

Module Ten: Mastering the Art of Conversation

- Level One: Discussing General Topics
- Level Two: Sharing Ideas and Perspectives
- Level Three: Sharing Personal Experiences
- Our Top Networking Tips

Module Eleven: Advanced Communication Skills

- Understanding Precipitating Factors
- Establishing Common Ground
- Using "I" Messages

Module Twelve: Wrapping Up

- Words from the Wise