

Enhance your communication skills

Objective of Training:

At the end of this communication skills training course, Participants will be able to:

- Communicate clearly and get their message across
- Encourage others to open up and speak freely with them
- Communicate confidently with people at all levels
- Cope with difficult communication situations

Requirements:

- Listening with attention and focus
- Asking insightful questions

Overview of the Training Course:

- Communication skills are the abilities you use when giving and receiving different kinds of information. Some examples include communicating new ideas, feelings or even an update on your project. Communication skills involve listening, speaking, observing and empathizing. It is also helpful to understand the differences in how to communicate through face-to-face interactions, phone conversations and digital communications like email and social media.
- Being able to communicate effectively is a cornerstone to building positive working relationships; it will enable you to build rapport, develop relationships and feel comfortable and confident around others. People who can communicate effectively are great at getting others to open up and discuss feelings and emotions. They are able to respond appropriately during difficult conversations and feel less pressure when communicating with superiors and peers.
- Being able to get your message across is an essential tool every successful business professional needs. This course presents key communication principles that will enable you to communicate more clearly and confidently. The course focuses on how to listen carefully, ask insightful questions, be assertive, and interpret non-verbal signals. Participants will leave with the ability to combine voice tone, body language, and appropriate language into a clear, effective message

Why take this course?

Perhaps you're looking to improve the performance of a team that lacks communication skills and is unable to work together effectively. Or you want to include communication training as part of management and supervisor development. Whatever your need, this course provides you with a comprehensive communication skills training to make your life easy

The learning outcome of the training course material:

Understanding Communication – A chance for participants to establish their view of what communication means and perhaps more importantly, what it means to them. Participants will then review the three main components of communication; verbal, para-verbal and non-verbal.

Communication Styles – Participants will explore their own communication styles and establish the positive and negative aspects of these preferences and what that means when communicating.

Communication Attitude – Reviewing the aspects of communication attitudes that can be portrayed – aggressive, assertive, passive and passive aggressive.

Communicate Confidently – Focusing on what makes people confident communicators, understanding what their own communication strengths are and acknowledging when to apply them.

Active Listening – Identifying the benefits of active listening and practicing the skill with colleagues.

Clarifying and Questioning – A review of the different types of questioning and clarifying that can be used. Understanding the purpose of alternative questioning approaches, applying them to different scenarios and explaining how and why they are used.

Non-Verbal communication – Establishing the impact of non-verbal communication. How to read it and how to improve their own. This includes, facial expressions, body language, gestures, personal space and touching.

Getting Your Message Across – Helping to ensure others understand you, what makes communication become confused and how to use the 'headline' approach to structure an effective message. Looking at what they say, how they say it and focusing on the needs of the person receiving the message.

Difficult Communication – A provision of clear guidelines and advice on what to do when communication does not go smoothly, how to manage criticism and give criticism whilst remaining constructive and positive.

Putting it all into Practice – A chance to develop and practice the skills of communication whilst further exploring three key topics of communication

Intended for:

Effective communication skills are the cornerstone to success in the business world today. Every job, no matter what it is, requires excellent communication capabilities. If you want to progress in your role, you need to be able to both express yourself clearly and be able to listen and understand the needs, wants and intentions of others when they communicate. Therefore, these training course materials are suitable for everyone in any role.

Course Outline:

Module-I The elements of Communication (15 hours)

- 1.1 The importance of communication through English at the present time
- 1.2 The process of communication and factors that influence communication sender, receiver, channel, code, topic, message, context, feedback, noise, filters & barriers
- 1.3 The importance of audience and purpose
- 1.4 The information gap principle: given and new information, information overload
- 1.5 Verbal and non-verbal communication: body language
- 1.6 Comparing general communication and business communication

Module-II The sounds of English (15 hours)

- 2.1 Vowels, diphthongs, consonants, consonant clusters
- 2.2 The International Phonetic Alphabet (IPA): Phonemic transcription
- 2.3 Problem Sounds
- 2.4 Syllable division and word stress
- 2.5 Sentence rhythm and weak forms
- 2.6 Contrastive stress in sentences to highlight different words
- 2.7 Intonation: Falling, rising and falling-rising tones
- 2.8 Varieties of Spoken English: Standard Indian, American and British

Module- III Review of English grammar (12 hours)

- 3.1 Static and Dynamic Verbs
- 3.2 The auxiliary system: finite and non-finite verbs
- 3.3 Time, tense and aspect
- 3.4 Voice: Active and passive
- 3.5 Modality
- 3.6 Negation