



Professional Workplace Communication

Overview: This course covers the skills required to effectively communicate in the workplace. Participants will learn about communication itself and explore the many ways we communicate with those around us. They will learn about communication barriers, listening skills, asking questions, the power of appreciation and how to master the art of conversation.

Prerequisites: There are no prerequisite requirements for this course.

Course Length: One Day

Course Content

Lesson 1: Getting Started

Workshop Objectives
Pre-Assignment Review

Lesson 2: The Big Picture

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

Lesson 3: Understanding Communication Barriers

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

Lesson 4: Paraverbal Communication Skills

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

Lesson 5: Non-Verbal Communication

Understanding the Mehrabian Study
All About Body Language
Interpreting Gestures

Lesson 6: Speaking Like a STAR

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

Lesson 7: Listening Skills

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

Lesson 8: Asking Good Questions

Open Questions
Closed Questions
Probing Questions

Lesson 9: Appreciative Inquiry

The Purpose of AI
The Four Stages
Examples and Case Studies

Lesson 10: 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

Lesson 11: Advanced Communication Skills

Understanding Precipitating Factors
Establishing Common Ground
Using “I” Messages