

## **Communication Skills Workshops Class 2008**

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Course Number: 01014

Soft Skills: Communication Skills Workshops

Course length: 1.0 day(s)

### **Course Description**

Text messaging...e-mails...the Blackberry—there's no shortage of ways to communicate quickly in the Digital Age. But what happens face-to-face when you need to find the right words and communicate them in the right way?

Let's face it: there's no substitute for in person, one-on-one communication, and having the skills to master such interactions is crucial for both business and personal success. This unique, three-day course is designed to give you a strong foundation in essential communication skills and competencies. Through practice sessions and role plays, you'll be on your way to developing the confidence and communication know-how you need to establish yourself in the business world—and keep moving ahead throughout your career.

### **Course Objectives:**

The Workshops below will help you develop a truly engaging and responsive communication style, leading to positive results for you and your organization

### **Performance –Based Objective:**

- Optimize communication skills you already have
- Get strategies to better assimilate verbal information
- Effectively interpret the knowledge you hear
- Improve work relationships and reduce misunderstandings
- Communicate clearly and appropriately—and with greater confidence
- Choose the right words even in difficult circumstances
- Expand your influence and be recognized for your skills Understanding the skills you already possess
- Assessing your effectiveness and identify improvement areas
- Defining the competencies of effective listening
- Identifying the different components of the information you're hearing
- How to take a more active role when listening
- In Discerning, analyzing and evaluating
- Visual aspects of verbal communication
- Relating information productively to your own experiences
- Creating mental cross-references between old and new information
- Framing statements and discussions

- creasing comprehension through mental openness and feedback

**Target Student:**

Early career professionals or anyone interested in enhancing their fundamental verbal communication skills, including coordinators, administrative assistants, specialists, analyst, consultants, associate managers and project managers

**Delivery Method:** Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



**For Training Information, call 410-461-1083**