

Communication Strategies Workshop

For the better part of every day, we are communicating to and with others. Whether it's the speech you deliver in the boardroom, the level of attention you give your spouse when they are talking to you, or the look you give the cat, it all means something.

The Communication Strategies workshop 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.

Workshop Objectives:

- Understand what communication is
- Identify ways that communication can happen
- Identify barriers to communication and how to overcome them
- Develop their non-verbal and paraverbal communication skills
- Use the STAR method to speak on the spot
- Listen actively and effectively
- Ask good questions
- Use appreciative inquiry as a communication tool
- Adeptly converse and network with others
- Identify and mitigate precipitating factors
- Establish common ground with others
- Use "I" messages.



For more information or to reserve your spot in this workshop, please contact:

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CLASS CONTENT

Section One: Getting Started

Workshop Objectives
Pre-Assignment Review

Section Two: The Big Picture

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

Section Three: Understanding Communication Barriers

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

Section Four: Paraverbal Communication Skills

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

Section Five: Non-Verbal Communication

Understanding the Mehrabian Study
All About Body Language
Interpreting Gestures

Section Six: Speaking Like a STAR

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

Section Seven: Listening Skills

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

Section Eight: Asking Good Questions

Open Questions
Closed Questions
Probing Questions

Section Nine: Appreciative Inquiry

The Purpose of AI
The Four Stages
Examples and Case Studies

Section 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

Section Eleven: Advanced Communication Skills

Understanding Precipitating Factors
Establishing Common Ground
Using "I" Messages

Section Twelve: Wrapping Up

Words from the Wise