



## Communication Strategies

Course ISI-1302      One Day      Instructor-led      Workshop

Words are the building blocks of communication, but effective communication also requires confidence, the ability to be assertive, and understanding that how we communicate affects the way that message is received. Asking good questions, understanding the answers, and having a working knowledge of the dynamics of communication are all key strategies included in this course, created to help teach students how to make the most of their communication today!

This course is an up-to-date, content-rich two-day workshop designed to teach effective communication skills that improve workplace communication. Students learn to ask effective questions, apply active listening skills, and explore dichotomies of communication in an interactive setting. There is a communication strategies workbook for students filled with practical exercises, information, and supplementary reading.

### Course Objectives

During this two-day workshop participants will cover the following topics:

- Positive relationships
- Self awareness
- Communication
- Communication barriers
- Asking questions
- Listening skills
- Remembering names
- Body language
- Johari Windows
- Self image
- Frame of reference
- Five approaches to relationships
- Assertiveness

### Course Outline

#### Module 1: Introduction and Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

#### Module 2: The Ten Commandments of Positive Relationships

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During this session, participants will explore ten ways to build positive relationships, including using uplifting messages.

### **Module 3: Self-Awareness**

Knowing your fears can help you address them. Participants will complete a self-confidence assessment and then the group will discuss fears and solutions.

### **Module 4: Communication**

During this session, you will help participants identify their strengths and weaknesses through a personal exercise and a role-play.

### **Module 5: Communication Barriers**

After a large group case study, participants will work in small groups to discuss barriers to communication. Participants will also complete a short exercise to illustrate how these barriers apply to everyday life.

### **Module 6: Asking Questions**

This session will examine questioning skills (including open questions, closed questions, and probing) through a lecture and a pairs exercise.

### **Module 7: Listening Skills**

Participants will work on their listening skills by participating in two quizzes and a role play. We have also provided two lectures for the trainer.

### **Module 8: Remembering Names**

To start the second day, participants will complete a list of the names of other participants. Then, the trainer can segue into a discussion on tips for remembering names.

### **Module 9: Body Language**

To begin this session, the trainer will talk about the idea of body language in a lecture. Then, participants will complete a small group exercise and a large group exercise to explore the concept further.

### **Module 10: Johari Windows**

The Johari Window is a way of looking at our self-awareness and our ability to ask feedback of others. We will look at the Johari Window in detail during this session.

### **Module 11: Self-Image**

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During this session, we will look at the things people determine from your appearance. Participants will explore this idea further using the pictures gathered from the pre-assignment. The session will conclude with a self-evaluation exercise.

### **Module 12: Frame of Reference**

This session will explore our frame of reference and the assumptions that we make through a lecture, large group exercise, and group discussion.

### **Module 13: Five Approaches to Relationships**

We will begin this topic with a short lecture. Then, participants will explore a particular approach of their choice in a small group. Next, each group will report their findings.

### **Module 14: Assertiveness**

How we see ourselves has an impact on how we interact with others. Through lecture, case studies, and discussion, this session will investigate ways that participants can improve their self-image and thereby deal with difficult situations assertively and positively.

### **Module 15: Workshop Wrap-Up**

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.