

## COMMUNICATION SKILLS TRAINING

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Communication  
Skills Training



**COURSE LENGTH: 1.0 DAYS**

In today's competitive business world, whether you are working in a huge corporation, an SMB, or even in a home-based firm – you should possess superior communication skills in order to be successful. The ability to communicate effectively does have a profound positive impact on your professional life and even in your personal life as well.

The main objective of this Communication Skills training course from PD Training is to enhance your ability to impart information, engage and persuade during various situations. PD Training offers you practical, effective tools to enable clear and effective communication, regardless if it is a face-to-face interaction or an email exchange. Keep in mind, being able to connect with others is a crucial component of a lasting success.

This engaging and highly practical training course is available now throughout Malaysia and Kuala Lumpur. This Communication Skills training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote or enroll now into the next public course date.

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## COMMUNICATION SKILLS TRAINING COURSE OUTLINE

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### FOREWORD

This communications training course helps people in business communicate appropriately and clearly in all situations. This is a great course for everyone as the benefits can have a positive effect on every aspect of life.

Learn to understand how you communicate, how others communicate and how to adjust to meet their needs. Discover how effective communication is greatly improved by understanding communication preferences and overcoming communication barriers.

This interpersonal communication course will ensure your colleagues receive your message clearly and improve your workplace relationships in general. If you have never completed a communications course of this type you are missing out on understanding fundamental concepts that will have a profound effect on your life and success in the workplace.

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### OUTCOMES

#### **In this course participants will:**

- Gain insight into their personality type and communication preferences, using our proprietary profiling tool
- Learn to recognize other people's personality types and communication preferences
- Learn to adjust your own communication approach based on need and situation
- Understand barriers to effective communication and how to overcome them
- Learn how to effectively utilize tone
- Master the S.T.A.R. method for speaking on the spot
- Learn to use body language appropriately
- Learn to listen actively and effectively
- Gain insight into asking open questions
- Become a more effective communicator through the use and application of practical tools

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### MODULES

**Lesson 1: Communication is key to success**

**Lesson 2: LDP – Communication Evolution Tool**

- 5 Habits of Highly Effective Communicators
- Reflection

- Adjusting your style for a better approach:
- Communicating when stressed
- Reflection

### Lesson 3: Bridge the Gap to Communication Barriers

- The Communication Process
- Types of Barriers
- Self-Awareness – Johari Window
- Reflection

### Lesson 4: Beyond Verbal Communication

- Understanding the Mehrabian Study
- All About Body Language
- Para-Verbal Communication Skills
- The Power of Pitch
- The Truth about Tone
- The Strength of Speed
- Reflection

### Lesson 5: Active Listening

- 8 Common Barriers to Effective Listening and how to overcome them
- Quadrant of cognitive/explanatory styles
- Understanding Active Listening
- Sending Good Signals to Others
- Ladder of Inference
- Reflection

### Lesson 6: Asking Good Questions

- Open Questions
- Closed Questions
- Probing Questions
- Reflection

### Lesson 7: Speaking Like a STAR

- S = Situation
- T = Task
- A = Action
- R = Result
- Using “I” Messages
- Active Constructive Response - ACR
- Reflection

### Lesson 8: Reflections

- Create an Action Plan
- Accountability = Action

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## WEB LINKS

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- [View this course online](#)
- [In-house Training Instant Quote](#)