Speak Up

Duration: 1 Day

Course Description:

By exploring the communication process model, participants will learn about potential breakdowns and misunderstandings in messaging. The course aims to cultivate a mindset focused on crafting clear initial messages and intervening effectively when needed. While businesses use various communication methods, not all yield the desired results. Understanding appropriate techniques is essential to avoid common pitfalls, such as sharing inaccurate information that leads to confusion.

Course Objectives:

- Identify factors that enhance or hinder effective verbal communication.
- Recognize and differentiate personal communication styles from those of others.
- Enumerate strategies and techniques for effective communication based on varying styles.
- Employ effective listening skills in verbal communication.
- Apply techniques related to voice quality, stance, posture, and body language in verbal communication.

Course Outlines:

A. The Communication Process
➢ Overview of the communication model and its components

B. Communication Analysis
➢ Determining purpose and appropriate channels
➢ Envisioning the audience for tailored messaging
➢ Adapting and organizing messages for clarity

C. Barriers and Noise in Communication
➢ Identifying common barriers that disrupt effective communication

D. Non-Verbal and Verbal Communication Messaging
➢ Mehrabian's theory of oral communication
➢ Understanding non-verbal messages:
- Eye contact, smiles, facial expressions, hand gestures, barrier signals
➢ The voice toolbox:
- Register, timbre, prosody, pace, and volume

E. Effective Listening Skills
➢ Internal listening, active listening, and empathic listening
➢ Identifying and overcoming bad listening habits

F. The 7 Cs of Communication
➢ Clear, correct, concise, concrete, cohesive, courteous, and complete messaging

G. Culture of CRISP
➢ Clarify, Routinize, Institute, Segment, Personalize for effective communication practices

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