

# Effective Communication

In this three-hour workshop, discover your communication, talk about communication barriers, and learn how body language and tone impact a message. Learn how to deliver a clear and effective message.

Group classes in NYC and onsite training is available for this course. For more information, email [nyc@careercenters.com](mailto:nyc@careercenters.com) or visit: <https://www.careercenters.com/courses/effective-communication>



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## Course Outline

### Module 1 – Communication styles

#### I. Communication barriers

Generational, cultural, communication style

#### II. Communication styles

- Communication styles inventory
- The cause of most communication problems
- Examples of communication style misunderstandings
- Rebranding your communication style

#### III. Assertive communicator

- What does it mean to be an assertive communicator?
- How to become an assertive communicator

### Module 2 – The communication process

#### IV. From message to delivery

- What's more important, the message or the delivery?
- Crafting a clear message

#### V. Body language and tone

Non-verbal communication

#### VI. Delivering a clear and effective message

Practice and feedback

### Module 3 – Active listening

## **VII. Listening**

- What does it mean to listen?
- 3 tenants of active listening

## **VIII. Openness and empathy**

The “tell me more about that” approach

## **IX. Asking open-ended questions**

- Examples of open-ended/closed questions
- 3 questioning techniques
- Practice asking open-ended questions