



It's Not What We Say, It's How We Say It! Part 1

Essential Skills in Effective Communication

In this fascinating and popular workshop, learn to say what you mean when it matters most! Whether at work or home, how we say it is often more important than what we say. The words we choose, the tone of voice and our body language dramatically affect the way people respond to us. Become more confident in communicating by learning specific ways to: get cooperation without forcing your ideas, be positive yet direct with others, tactfully confront annoying behavior, and discover the 12 words that “push people’s buttons.”

Who should take this course?

This course is designed for those want to become more effective communicators.

Course Objectives

- Define communication.
- Examine approaches to listen more perceptively.
- Discover ways to get cooperation without forcing your idea.
- Identify methods to tactfully address unproductive (annoying) behavior.

Course Details

- Length: 3 hours
- Classroom Type: Lecture
- Prerequisites: None

The above prerequisites are considered to be the basic skills and knowledge needed prior to taking this class. Instructors will assume your readiness for the class materials and will NOT use class time to discuss prerequisite materials.



Course Contents

Define communication.

- The future of communication in a multi-generational/cultural world.
- The five essential skills of communication in today's world.
- Uncommon barriers to productive communication.

Examine approaches to listen more perceptively.

- What influences the message we send.
- Three ways to listen more perceptively.
- What to do when someone is lying.

Discover ways to get cooperation without forcing your idea.

- How to make a request positive, yet direct.
- The easiest way to inspire action in others.
- Twelve words that push people's buttons.
- Open others to your viewpoint.
- Four keys to gaining people's undivided attention.
- Giving advice tactfully.

Identify methods to tactfully address unproductive (annoying) behavior.

- A sure-handed four step approach.
- What to do when we encounter resistance.
- Plan the approach for your own life situation.
- Closing video on the power of words.