



Applied Communication Skills

Overview

This course provides participants with a variety of communication skills needed to be successful in a work setting.

Learning Objectives

- Learn how to do oral presentations, improvise and think quickly when you are in a meeting, interviews or doing an impromptu presentation
- Learn how to think and organize your thoughts
- Learn how to be diplomatic in giving negative feedback without hurting someone's feelings
- Learn the techniques for managing your emotions without blowing your top
- Learn how to handle the most difficult questions with a calm attitude

Course Agenda

Module 1:

Create Rapport, Build Trust and Establish Your Credibility

- The Secret to Quickly Establishing Rapport and Conversing Easily with New Acquaintances
- Ensure Your Words and Actions Tell Others You're a Credible, Reliable Professional
- "Break the Ice" and Get a Good Conversation Going
- How to Be Immediately Accepted Into Any Group of People
- Keep Confidences Confidential and Secrets Secret
- Increase the Level of Trust, Cooperation & Support From Your Co-workers, Employees, Boss
- Avoid Sending Contradictory or Confusing Signals About Yourself

Making an Impact—How to Have Power and Influence with People

- It Matters That People Like You—Make It Happen
- Three Things You Can Give Away That Will Return You Loyalty, Devotion & Friendship
- Three Sure-fire Ways to Make Enemies—and How to Avoid It
- How To Get Others To See Your Point of View
- 15 Interpersonal Skills Shared by Influential People
- Six Major Components of Personal Charisma

Clear and Assertive Communication Skills

- Never Be Put On the Spot Again
- Nine Steps of Assertive Communication
- Three Assertive Listening Techniques
- Effectively Handle Put-downs, Slurs and Insults
- Positive Techniques for Delivering Constructive Feedback
- Accept and Learn from Negative Feedback Without Becoming Hurt or Angry
- How to Handle Being Criticized in Front of Others

Module 2:

Communicating with Difficult People and In Tough Situations

- How to Recognize the Seven Most Difficult Personality Types and How to Deal with Each
- Six Basic Steps for Dealing with All Negative Behavior
- Special Strategies to Use When the Difficult Person is the Boss
- Practice Your New Skills in Low-risk Situations
- Use a Fail-safe Strategy for Keeping a Disagreement From Escalating into an Argument
- How Your Thinking Style Affects Your Ability to Handle Difficult People
- Saying “No” Without Feeling Guilty or Causing Resentment
- Dealing With Your Feelings of Anger When Dealing With Unreasonable Behavior
- How to Handle Malicious Gossip, Back-stabbing and Preserve Your Credibility

How to Make an Unforgettable, Positive First Impression

- Use the First Four Minutes to Make a Dynamite Impression on Anyone You Meet
- Correctly “Set the Stage” for Every Interaction
- Avoid the Most Common Blunders That Create a Negative Impression
- Three Ways to Demonstrate That You’re a Positive and Self-Confident Professional

Six Basic Rules of Business Etiquette

- Recognizing and Eliminating Unconscious Sexism From Your Speaking & Writing
- Business Introductions
- Etiquette Tips to Remember When Interacting With Your Boss
- One Point of Protocol That You Must Know
- How to Handle the Many Gender Etiquette Questions

Module 3:

The Six Secrets to Thinking on Your Feet

- Speech
- Listening Techniques
- Know Your Subject
- Structure Your Thoughts
- Tell the Truth
- Know Your Audience

Module 4:

Communicating Under Pressure

- Eliminate Your Communication Snags
- Instant Solutions to the Most Common Communication Problems
- Techniques for Handling Disagreements
- Responding to Questions, Even When You Don’t Know the Answer
- Diplomatic Ways to Say “No” and Deliver Bad News
- Showing Others How to Please You Will Make Your Life Easier
- Focusing on a Person’s Feelings Allows Them to “Get” Your Message
- Capture Your Listener’s Attention and Get Your Point Across
- Make Sure Your Instructions Are Clear and Understood
- Gain and Maintain Credibility
- Do Not Torpedo Your Reputation with Excuses
- Avoid Saying Things You’ll Regret
- Get a “rambler” to Cut to the Chase

Module 5:

The Secrets to Getting the Information You Want

- Understanding and Communicating Effectively with Different Personality Types
- Understand How Gender-oriented Communication Styles Differ
- Understand and Motivate the Different Generations

- Understand the three learning styles

Module 6:

Skillful Listening

- How Are Your Listening Skills
- What Are the Filters You Listen Through
- Get the Information You Need... Quickly
- Listening Between the Lines—Identify Hidden Agendas and False Signals
- How to Use Questions Effectively
- Body Language—Signs to Watch For
- Know When to Keep Your Mouth Shut