



Communication Strategies

This two-day session will help you teach participants how to:

- Identify common communication problems that may be holding them back
- Develop skills in asking questions
- Identify what their non-verbal messages are telling others
- Develop skills in listening actively and empathetically
- Enhance their ability to handle difficult situations
- Deal with situations assertively

Introduction and Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the session. Students will also have an opportunity to identify their personal learning objectives.

The Ten Commandments of Positive Relationships

During this session, participants will explore ten ways to build positive relationships, including using uplifting messages.

Self-Awareness

Knowing your fears can help you address them. Participants will complete a self-confidence assessment and then the group will discuss fears and solutions.

Communication

During this session, you will help participants identify their strengths and weaknesses through a personal exercise and a role-play.

Communication Barriers

After a large group case study, participants will work in small groups to discuss barriers to communication. Participants will also complete a short exercise to illustrate how these barriers apply to everyday life.

Asking Questions

This session will examine questioning skills (including open questions, closed questions, and probing) through a lecture and a pairs exercise.

Listening Skills

Participants will work on their listening skills by participating in two quizzes and a role play. We have also provided two lectures for the trainer.





Remembering Names

To start the second day, participants will complete a list of the names of other participants. Then, the trainer can segue into a discussion on tips for remembering names.

Body Language

To begin this session, the trainer will talk about the idea of body language in a lecture. Then, participants will complete a small group exercise and a large group exercise to explore the concept further.

Johari Windows

The Johari Window is a way of looking at our self-awareness and our ability to ask feedback of others. We will look at the Johari Window in detail during this session.

Self-Image

During this session, we will look at the things people determine from your appearance. Participants will explore this idea further using the pictures gathered from the pre-assignment. The session will conclude with a self-evaluation exercise.

Frame of Reference

This session will explore our frame of reference and the assumptions that we make through a lecture, large group exercise, and group discussion.

Five Approaches to Relationships

We will begin this topic with a short lecture. Then, participants will explore a particular approach of their choice in a small group. Next, each group will report their findings.

Assertiveness

How we see ourselves has an impact on how we interact with others. Through lecture, case studies, and discussion, this session will investigate ways that participants can improve their self-image and thereby deal with difficult situations assertively and positively.

Session Wrap-Up

At the end of the day, students will have an opportunity to ask questions and fill out an action plan.