

# OUTLINE

## Communication Strategies

### Lesson 1

#### *Course Overview*

You Will devote the first part of the day getting to know participants and discussing what s going to occur during the workshop. Students will also have an opportunity to identify their personal learning goals.

### Lesson 2

#### *Creating Positive Relationships*

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

### Lesson 3

#### *Growing Self-Awareness*

Our Confidence in our ability to express ourselves well and to keep our composure in difficult situations can be an essential asset in the workplace. In this session, participants will complete a self-confidence assessment. Afterward, the group will discuss ways to improve their self-confidence.

## Lesson 4

### *Communication Skills*

During This session, you will help participants identify their communication strengths and weaknesses through several reflective exercises.

## Lesson 5

### *Communication Barriers*

After A large group case study, participants will work in small groups to discuss barriers to communication. Participants will also complete a brief exercise to help them develop a habit of mindfulness.

## Lesson 6

### *Asking Questions*

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

## Lesson 7

### *Listening Skills*

Participants Will work on their listening skills by engaging in two quizzes and several group exercises. We have also provided two assignments for the coach.

## Lesson 8

### *Body Language*

To Start the second day, the trainer will discuss the thought of body language in a lecture. Afterward, participants will complete a small group exercise and a large group exercise to explore the concept further.

## Lesson 9

### *Communication Styles*

This Activity enables participants to take a more objective look at the pros and cons of both sides of different dichotomies related to communication styles.

## Lesson 10

### *Creating a Favorable Self-Image*

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

## Lesson 11

### *Frame of Reference*

This Session will explore our frame of reference and the assumptions that we make. Participants will also take place in an activity that will strengthen their ability to speak about communication concepts more easily.

## Lesson 12

### *Techniques for the Workplace*

In This session, participants will learn about two important elements of an effective message: delivery and preparation.

## Lesson 13

### *Assertiveness*

How We see ourselves influences the way we interact with others. Through lecture, case studies, and discussion, this session will explore ways that participants can improve their self-image and thereby deal with difficult situations assertively and positively.

## Lesson 14

### Workshop Wrap-Up

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

This course can be fully customised for your business team.  
Please contact us for more details and our team will happy to assist.

[www.paramountplus.com.au](http://www.paramountplus.com.au)

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