

## Essential Communication Skills

Duration: 1 day

### Overview:

The New Horizons Essential Communication Skills Program teaches participants about the fundamentals of interpersonal communication styles and techniques. Participants learn the foundations of assertive communications, how to build rapport, how to ask and answer questions, use nonverbal communication, give feedback, and deal with push back. The manual is designed for quick scanning in the classroom and filled with interactive exercises that help ensure participant success.

### Target Audience:

This course will benefit any individual who would like to gain a good grounding in communication skills particularly those who are adept at their technical skill but need to enhance their capability to connect with various stakeholders and colleagues. It is also good for tactless individuals to become more diplomatic.

### Session One: Course Overview

#### Session Two: Assertive Foundations

- What is Assertiveness?
- What is Speaking for Self?
- A Model of Communication

#### Session Three: Understanding ourselves and others

- Communication Filters
- DISC Profile

#### Session Four: Building Rapport

- Body Language
- Voice
- Words

#### Session Five: Effective Listening

- Key Listening Skills
- Active Listening Skills
- Related Listening Skills

#### Session Six: Empathy

- What is empathy and why is it important?
- How do we express it?
- Covering your "but"
- How to say "No" and set limits

### Session Seven: Questioning Skills

- Questioning Foundations
- Probing Techniques

### Session Eight: Giving Feedback

- Characteristics of Effective Feedback
- Template
- Dealing with Pushback
- Receiving Feedback