

MODULE HIGHLIGHTS

Module Purpose

This module is designed to help you understand the importance of effective communication skills to personal and professional success. Effective communication is an essential skill in today's fast-paced business world. Effective communicators understand that communication is a complex process that can often be challenging. Taking the time to improve your skills is a worthwhile investment in your self-development. It takes both effort and practice to develop effective communication, but the payoff will be worth it.

This module supports other 360 Solutions communication training modules.

Module Objectives

Part 1: Communicating Effectively

- ◆ Define communication.
- ◆ Assess your communication skills.
- ◆ Describe the communication process.
- ◆ Identify the purpose of communication.
- ◆ Identify five levels of communication.
- ◆ Identify the benefits of effective communication and the costs of poor communication.
- ◆ Identify how to understand your audience.
- ◆ Identify barriers to effective communication.
- ◆ Identify five keys to becoming an effective communicator.

Part 2: Nonverbal Communication

- ◆ Identify the three parts of nonverbal communication.
- ◆ Describe the interpretation of facial expressions.
- ◆ Describe the impact of appearance on your communication.

Part 3: Listening Effectively

- ◆ Assess your listening skills.
- ◆ Identify active listening skills and techniques.
- ◆ Create "I" statements.

Part 4: Practicing Using Communication Tools

- ◆ Discuss how to establish and maintain rapport.
- ◆ Practice active listening skills.

Part 5: Enhancing Your Communication Skills

- ◆ Write a personalized Action Plan.
- ◆ Complete a Performance Plan for using the knowledge and skills you developed in this module to assist with professional growth and development.