



Advanced Communication Skills

Course number: 088686

Course length: 1.0 day(s)

Course Description

In any profession, you will find yourself in a situation where you need to relay information to another colleague. When such situations arise, good communication skills are an essential part of getting your message across clearly. This course will show you how to apply advanced verbal and written communication techniques in your workplace.

Course Objective: You will examine the components of good written and verbal communication.

Target Student: Business professionals who are interested in learning effective written and verbal communication techniques.

Prerequisites: There are no prerequisite skills for this course, however, you might be interested in the following related courses: Problem-Solving Skills, Negotiating Skills, Business Presentations, and Business Writing: From Email to Proposals.

Delivery Method: Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.

Performance-Based Objectives

Upon successful completion of this course, students will be able to:

- Determine the content of your message.
- Determine the best way to prepare and deliver your message verbally.
- Examine the basics of building a well-structured presentation.
- Examine the mechanics of delivering a successful presentation.

Course Content

Lesson 1: Write to be Understood

- Topic 1A: Determine When to Write
- Topic 1B: Plan Your Message
- Topic 1C: Perfect Your Style and Mechanics
- Topic 1D: Writing in the Workplace

Lesson 2: Speak to be Heard

- Topic 2A: Prepare Your Message
- Topic 2B: Deliver Your Message

Lesson 3: Plan for High Impact

- Topic 3A: The Importance of Planning
- Topic 3B: Outline Your Presentation
- Topic 3C: Develop Your Script
- Topic 3D: Add Visual Aids

Lesson 4: Captivate Your Audience

- Topic 4A: Make Final Preparations
- Topic 4B: Basics of Delivery
- Topic 4C: The Question-and-Answer Session
- Topic 4D: Assess the Presentation