







NING	CERTIFICATIONS	RESOURCES	LOCATIONS				
Communi	cation Skills Training >						
Comm	unication Skills: R	esults through	Collaboration				
	o Course 292 • 3 Days	Attendee Rating					
				Many Ways to A	Many Ways to Attend this Course		
		ive relationships that emph	ionships that emphasize trust and respect y using simple and concise language to anticipate and avoid misunderstandings derstanding in your workplace		Attend this live, instructor-led course In-Class or LIVE, Online from your Home, Work or nearest AnyWare Centre using AnyWare™		
	Enhance listeni Foster cross-cu	ng skills to anticipate and a			AnyWare Learning Centres +		
	Focus on nonve				Course Atten	dance Method	
		ing Workshop: ne-way and two-way comm	unication	Course Dates 3 Days	Attend Live from Home, Work or AnyWare Centre	Attend Live In-Class	
	Defining your c Demonstrating Dealing with ch Revealing pers	ommunication style active-listening skills allenging emotions		ENROL Select Your Date:	Select AnyWare	P 2 Method: Classroom	
				Feb 24 - 26	AnyWare	Toronto	
About This Course: Through interactive workshops, self-assessments, role-playing activities and video simulations, you gain practical experience initiating and responding to various forms of communication. You will also learn to handle situations based on a flexible, genuine and self-confident approach.				Mar 16 - 18	AnyWare	New York	
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Course 292 Content -				Nov 16 - 18	AnyWare	Herndon/Reston	

Building a Foundation

- Adopting simple, concise and direct language
- Identifying basic communication principles
- Applying a communication process model

Setting Clear Goals for Your Communication

- Determining outcomes and results
- Soliciting feedback
- Matching intentions and results

Initiating communications

- Figuring out what to say and the best way to say it
- Paying attention to verbal and nonverbal cues
- Creating a strong connection when face-to-face communication is missing

Avoiding Communication Breakdowns

Creating value in your conversations

- Strengthening your relationships
- Distinguishing value from waste

Taking personal responsibility

- · Recognizing your role in communications
- Identifying internal and external factors that impact your communications
- Establishing message feedback
- Communicating nondefensively

Translating across Communication Styles Identifying the four communication styles

- Recognizing your style and the style of others
- · Strengths and blind spots of each style

Bridging communication styles

- Closing communication gaps
- Being flexible without compromising your identity

Listening for Improved Understanding

Tools for active listening

- Asking clarifying questions
- Confirming the message
- Demonstrating respect, empathy and sensitivity
- Listening for the entire message

Interpreting nonverbal cues

- Intonation
- Rate of speech
- Volume
- Gestures
- Facial expressions
- Posture
- Use of space
- Dress
- Eye contact

Achieving Genuine Communication Creating openness

- Determining when to speak up and when not to
- Identifying appropriate degrees of disclosure
- Establishing value and trust

A three-dimensional model of behavior

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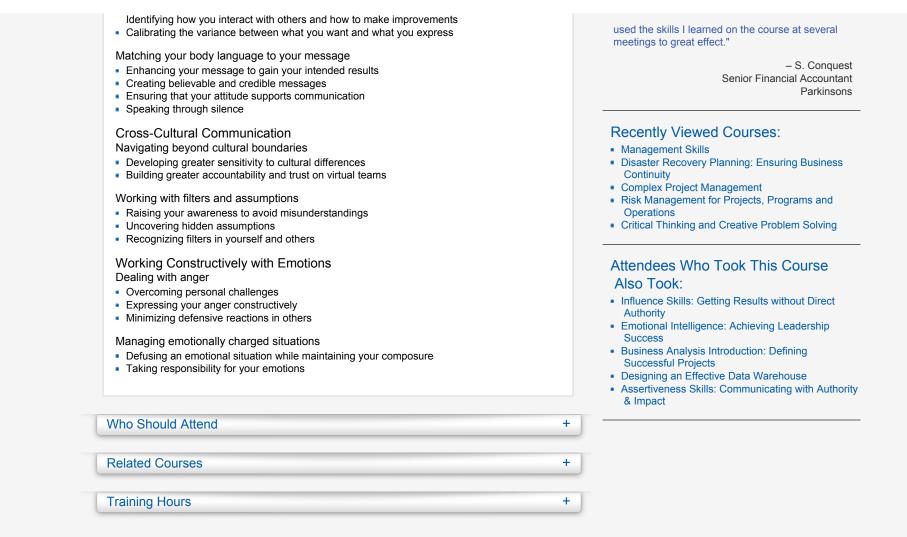
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"I knew (after booking the Communications Skills course) that a difficult situation might arise. It did. I



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