



For more information:

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Communicate with Confidence

1 Day

Course Agenda

By the end of this course, participants will be able to:

- Understand what communication is
- Identify ways that communication can happen
- Identify barriers to communication and how to overcome them
- Develop their non-verbal and paraverbal communication skills
- Understanding diverse communication styles
- Organize the writing task
- Identify primary information and direct readers' attention to it
- Differentiate between 'need to know' and 'nice to know' information
- Structure information in a logical order to increase readability
- Use the STAR method to speak on the spot
- Listen actively and effectively
- Use email, text messages and voice mail effectively and productively
- Communicate clear, concise and complete messages in writing and speaking