



294-P25-CE



In-Class



8 hours

Course Description:

This course is designed for new employees who want to enhance their body language to engage others, utilize a four-point communications model, and employ questioning techniques. Additionally, they will use active listening and non-verbal techniques. By mastering these skills, employees will gain confidence in articulating ideas, engaging others, and contributing meaningfully to both personal and organizational objectives through effective communication.

Target Audience:

This course is tailored for new employees seeking to enhance their communication skills and effectively utilize various forms of communication.

Course Objectives:

- Identify essential communication principles.
- Define what the FBI is
- Use the techniques of asking questions.
- Develop effective communication skills through active listening and non-verbal communication techniques.

Course Outline

Module 1: How Well Do You Communicate?

- How well do you communicate?
- Four basic principles of communication

Module 2: Use Engaging Language

- Focus on behavior, not personality
- Be specific
- "I" messages and owning your language

Module 3: Use the Power of Questions

- Controlling a conversation
- Different types of questions
- The questioning funnels

Module 4: Use Active Listening and Non-Verbal Communication

- Evaluate your listening skills
- Listening and empathy
- Active listening
- How to listen better
- Matching non-verbal communication
- Importance of body language

Assessment Strategy

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

Upon Successful Completion of this Course, participants will obtain:

0.6 CEUs

Course Language:

English.

Prerequisites:

None.