

Communication Skills for the 21st Century

This practical course is designed to train staff in effective workplace communication. The course will be fast paced in delivery with a significant part of each session comprising activities to apply the principles.

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Course Outline

Session 1: Understanding Workplace Presentations:

- Characteristics of great communicators
- The elements of effective communication
- Understanding your audience
- Seating structures and room setup
- Starting well: the critical minute
- Overcoming nerves
- Steps to effectiveness

Practical activities:

- The walk-on
- Body language check
- Reading for clarity

Session 2: Preparing your Presentation:

- Clarifying your purpose
- The anatomy of a message
- Choosing the right structure
- Balancing information & application
- Preparing and using notes
- Finding and using illustrations
- Reinforcing your point

Practical activities:

- The intro
- Utilising props
- Visual communication

Session 3: Delivering your Presentation:

- Dress and appearance
- Body language and gestures
- Avoiding non-words and presenting with clarity
- The 3 P's: Posture, pace and the pause.
- Multi-modal communication
- Involving your audience and using activities
- Powerful beginnings and endings

Practical activities:

- Making a point
- Impromptu minute
- The close

Session 4: Mastering Professional Presentation Techniques:

- Reading and responding to your audience
- Using PowerPoint and technology
- Incorporating humour
- Structuring your session and managing your time
- Facilitation techniques and handling questions
- Dealing with difficult situations
- Pathways to progress

Practical activities:

- Handling questions
- Creative communication
- The mini speech