



Effective Communication Training

Module 1: Communication

- Introduction to Communication
- Communications Process
- Importance of Communication
- Types of Communication
- Barriers to Communication

Module 2: What is a Skilled Communication?

- Skilled Communicator
- Things do by Communicator

Module 3: Individual Evaluation

- DISC Profile for Workplace Communication

Module 4: Communication Barriers

- Barriers to Communication
- Environmental Barriers
- Cultural Barriers
- Physiological Barriers
- Linguistic Barrier



Module 5: How to Improve Written Communication and Formulate Emails?

- Things to Improve Written Communication
- Written Communication Tips
- Writing Skills
- Writing Effective Emails

Module 6: Using Written Communication to Effectively and Concisely Pass on

- Technical Information
- Technical Writing Skills

Module 7: How to Effectively Pass on Negative Information through Writing?

- Pass on Negative Information Through Writing



Module 8: Probing and Communicating Effectively with Customers

- Probing
- Types of Probing
- Open Probing
- Closed Probing

Module 9: Listening Skills

- Define Listening Skills
- Types of Listening Skills

Module 10: Quick Quiz

- Listening Skills Quiz



Module 11: How Do You Rate Your Listening Ability?

- How Do You Rate Your Listening Skills?
- Maintain Eye Contact
- Avoid Thinking About What You are Going to Say Next
- Don't Interrupt
- Give Person Your Full Concentration
- Ask Questions or Request Examples for Clarification

Module 12: Active Listening Skills

- Process of Active Listening Skills

Module 13: Communication Funnel

- Process of Communication Funnel
- Exercise

Module 14: Communication Situation

- Types of Communication Situations



Module 15: One Little Word

- Role of One Little Word in Communication
- How it Make all the Difference?

Module 16: Gestures

- Kinds of Gestures
- Exercise

Module 17: A Personal Action plan

- Define Personal Action Plan
- Exercise