



Communication Strategies That Drive Results

Effective communication is at the core of leadership, collaboration, and organizational success. Every interaction—formal or informal, verbal or nonverbal—shapes understanding, trust, and outcomes. This interactive workshop helps participants strengthen their effectiveness by understanding how messages are sent, received, and interpreted in today's workplace.

Participants explore multiple communication methods and learn how to apply them intentionally to influence outcomes, reduce misunderstandings, and strengthen relationships. Through practical tools and real-world examples, this workshop equips individuals to communicate with greater clarity, confidence, and impact—creating positive effects that extend across teams and throughout the organization.

Workshop Objectives:

- Understand the key elements of effective communication and how messages are interpreted in the workplace.
- Differentiate between verbal, nonverbal, and para-verbal communication and apply each more intentionally.
- Identify and overcome common communication barriers that hinder understanding and results.
- Demonstrate active listening skills that improve engagement and mutual understanding.
- Ask purposeful questions to clarify meaning and drive productive dialogue.
- Communicate with clarity and confidence in both planned and spontaneous situations.
- Adapt communication styles to diverse audiences and workplace scenarios.
- Strengthen professional relationships and outcomes through intentional, results-focused communication.



Course Outline:

Module One: Getting Started

Module Two: The Big Picture

Module Three: Understanding Communication Barriers

Module Four: Para-verbal Communication Skills

Module Five: Non-Verbal Communication

Module Six: Speaking Like a STAR

Module Seven: Listening Skills

Module Eight: Asking Good Questions

Module Nine: Appreciative Inquiry

Module Ten: Mastering the Art of Conversation

Module Eleven: Advanced Communication Skills

Module Twelve: Wrapping Up