

# Effective Communication Skills

Knowing how and when to communicate is essential, this course will show you how to communicate clearly and effectively.

**No Modules:** 4

**Duration:** 60min

**Level:** Introductory

## **Module 1: Active Listening**

### **What's covered?**

Active listening is the key to effective communication. It is important to show the speaker that you are listening to them and one way to do this is to use the S.O.L.E.R technique. We will explore the ways in which you can prepare for effective communication and examine both the verbal and non-verbal signals of active listening.

## **Module 2: Asking the Right Questions**

### **What's covered?**

Questions form part of our everyday lives, but why do we ask them? This module explores the different types of questions and the situations in which they are most effective. We will also look at questions that should be avoided and how to set the scene for effective communication.

## **Module 3: Body Language**

### **What's covered?**

Body language forms an essential part of communication, with the interpretation of non-verbal signals as important as understanding what's being said. In some cases first impressions are formed without a word being spoken. This module explores the interpretation of body language, eye contact, gestures and facial expressions in everyday communication.

## **Module 4: What's Not Being Said?**

### **What's covered?**

Body language is an essential part of communication. We will look at the ways in which body language can be used during an interaction and examine the S.O.L.E.R technique. Interpretations of body language are affected when a person is assigned to a stereotype. Stereotypes are a fixed, oversimplified and widely held image of a particular type of person. We will look at the advantages and disadvantages of stereotypes and will uncover some of the most common.