



# ORAL COMMUNICATION SKILLS

## Course Outline



## Program Overview

This course is designed for those who want to hone their people skills and improve their ability to work with others. During this highly interactive course, participants will identify their communication skills challenges, explore several models of communication, and discuss perception and its impact on understanding. We will also cover body language and other nonverbal cues, focusing on verbal communication, tone of voice, tactics for positioning messages, and strategies for dealing with miscommunication and misunderstanding.

## Duration

1 – Day Program

## Learning Objectives

At the end of this training, participants will be able to:

- Assess their way of communicating and determine changes to be made towards effectiveness;
- Learn communication effectiveness by maximizing the communication tools of words, voice and body language;
- Learn how to begin, carry and end conversations with style;
- Learn how to choose your words carefully to obtain the best results in every interpersonal situation;
- Understand how to speak more fluently by initiating and developing ideas and responding appropriately;
- Learn how to participate more actively and positively in group activities and get and keep positive attention; and
- Understand how to overcome communication barriers that cause conflict and misunderstanding – without being passive or aggressive.

## Target Audience

- Business Professionals
- Service Managers
- Product and project managers
- Supervisors
- Team Members/ Office Staff
- Support Staff
- Frontliners



## Project Structure and Outline

The Program is delivered using a combination of instructor-led discussion, case study and exercises on practical implementation of the concepts discussed within the training. The topics presented below define the areas of focus under the program.

- **MODULE ONE: Laying the Foundation**

- ✓ English as a Global Currency
- ✓ A Working Definition of Communication
- ✓ Communication Effectiveness in the Corporate World
- ✓ Communication Assessment

- **MODULE TWO: Gearing Up to Communicate**

- ✓ Tools of Communication
  - Words
  - Voice
  - Body Language
- ✓ Anatomy of Professional
- ✓ Language Differences
- ✓ Circles of Familiarity
- ✓ Role Play

- **MODULE THREE: STYLE MATTERS**

- ✓ Communication Styles
  - Reflective Style
  - Supportive Style
  - Emotive Style
  - Directive Style

- **MODULE FOUR: THE SENDER**

- ✓ The Communication Process
- ✓ Being Clear and Concise
- ✓ Asking Questions in an Art and Science
- ✓ Types of Questions
- ✓ Triangulate Your Main Ideas
- ✓ Feedback and Verification

- **Module FIVE: THE RECEIVER**

- ✓ To Receive is to Listen
- ✓ Why Is It Difficult to Listen?
- ✓ Common Non-Listening Behaviors
- ✓ A Listening Formula – TQLR
  - Tune-in
  - Question
  - Listen
  - Recite / Review
- ✓ Note Taking

- **Module SIX: COMMUNICATION AND CULTURE**

- ✓ Cultural Polarities
- ✓ How Cultural orientation and Values Affects Communication
- ✓ Cross-Cultural Tool Box
- ✓ CASE ANALYSIS

- **Module SEVEN: THE POWER OF FEEDBACK**

- ✓ Sharing and Receiving Feedback
- ✓ What is Constructive Feedback?
- ✓ Use FACTS, Not JUDGEMENT
- ✓ ROLE PLAY

- **Module EIGHT: INTEGRATION AND SYNTHESIS**

- ✓ A Final Communication Challenge
- ✓ Strengthening Communication Within The Organization
- ✓ ACTION PLAN

## Why Choose SAS Management Inc.

### We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only PEOPLECERT® Accredited Training Organization (ATO) in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

### We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

SAS Management, Inc. is affiliated and endorsed by the following organizations:

Key Affiliations/Accreditation	Key Partner Programs	Key Partners
 	 	    
		   