



Communication Strategies

The Big Picture

- *What is Communication?*
- *How Do We Communicate?*
- *Other Factors in Communication*

Understanding Communication Barriers

- *An Overview of Common Barriers*
- *Language Barriers*
- *Cultural Barriers*

Paraverbal and Non-Verbal Communication Skills

- *The Power of Pitch*
- *The Truth about Tone*
- *The Strength of Speed*
- *All About Body Language/Interpreting Gestures*

Speaking Like a STAR and Mastering the Art of Conversation

- *S = Situation*
- *T = Task*
- *A = Action*
- *R = Result*
- *Level One: Discussing General Topics*
- *Level Two: Sharing Ideas and Perspectives*
- *Level Three: Sharing Personal Experiences*
- *Our Top Networking Tips*

Listening Skills

- *Seven Ways to Listen Better Today*
- *Understanding Active Listening*
- *Sending Good Signals to Others*

Advanced Communication Skills

- *Understanding Precipitating Factors*
- *Establishing Common Ground*
- *Using “I” Messages*
- *Wrapping Up*