

# Communication Skills - COURSE CONTENT

## **Ch1: Introduction - Effective Communication Skills**

- ☐ The importance of Communication
- ☐ What is Communication?
- ☐ What are Communication Skills?
- ☐ The Communication Process
- ☐ Source
- ☐ Message
- ☐
- ☐ Channel
- ☐ Decoding
- ☐ Receiver
- ☐ Feedback
- ☐ Context

## **Ch2: Perspectives in Communication**

- ☐ Introduction
- ☐ Visual Perception
- ☐ Language
- ☐ Other factors affecting our Perspective
- ☐ Past Experiences
- ☐ Prejudices
- ☐ Feelings
- ☐ Environment

## **Ch3: Elements of Communication**

- ☐ Introduction
- ☐ Face to Face Communication
- ☐ Tone of Voice
- ☐ Body Language
- ☐ Verbal Communication
- ☐ Physical Communication

#### **Ch4: Communication Styles**

- ☐ Introduction
- ☐ The communication styles Matrix
- ☐ Direct Communication Styles
- ☐ Spirited Communication Styles
- ☐ Systematic Communication Styles
- ☐ Considerate Communication Styles
- ☐ Examples of Communication for Each Styles
- ☐ Direct Style
- ☐ Spirited Style
- ☐ Systematic Style
- ☐ Considerate Style

#### **Ch5: Basic Listening Skills**

- ☐ Introduction
- ☐ Self-Awareness
- ☐ Active Listening
- ☐ Becoming an Active Listener
- ☐ Listening in Difficult Situations

#### **Ch6: Effective Written Communication**

- ☐ Introduction
- ☐ When and When not to use Written Communication
- ☐ Complexity of the Topic
- ☐ Amount of 'Discussion' Required
- ☐ Shades of Meaning
- ☐ Formal Communication
- ☐ Writing Effectively
- ☐ Subject Lines
- ☐ Put the main Point First
- ☐ Know your Audience
- ☐ Organization of the Message