

## Effective Communication (Total Quality Learning – Essentials Series)

This program focuses on the purposes of communication, different forms of communication, and individual strengths and weaknesses.

### TQL Kit includes

- 1 Facilitator Guide (including program content and facilitator instructions)
- Program Agenda (½ day delivery)
- 6 Exercises
- 10 Participant Workbooks
- 10 Pre and Post Evaluations
- 10 Tent Cards
- Soft copy of Handouts, Evaluations and Tent Cards
- A supplementary PowerPoint

### Program Content

#### Introduction

- Objectives

#### The Importance of Communication

- The Value of Effective Communication
- What is the Purpose of Communication?
- Scenario
- Self-Assessment – Determining Your Strengths and Weaknesses
- Communication Styles

#### Effective Listening

#### Silent Communication

- Body Language – What Are You “Really” Saying?
- Workshop – What do the Following Mean?
- Personal Space
- Voice and Tone
- Barriers to Effective Communication

#### Written Communication

- To Write or Not to Write?
- Getting Your Message Across – Creating Understanding
- Types of Written Communication
- Begin with the End in Mind: Electronic Writing Tips

#### Practice

#### Learning Journal