COURSE SYLLABUS

Communicating for Results Course

Enhance workplace communication by identifying styles, interpreting feedback, and overcoming barriers to understanding.

Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/communicating-for-results



CustomerRelations@graduateschool.edu • (888) 744-4723

Course Outline

Module 1: Effective Communication

- Define key elements of the communication process
- Understand the impact of communication styles and filters
- Identify verbal, nonverbal, and paralinguistic elements in effective messaging
- Explore personal communication style through self-assessment

Module 2: Barriers to Effective Communication

- Identify sender, receiver, and environmental barriers
- Analyze workplace scenarios to uncover communication breakdowns
- Apply techniques to reduce misunderstandings and resistance

Module 3: Nonverbal Communication

- Explore body language, personal space, and posture
- Interpret and align nonverbal cues with spoken messages
- Practice observing and decoding nonverbal behavior in others

Module 4: Listening

- Develop active listening habits and assess personal skills
- Classify listening responses and recognize emotional filters
- Apply techniques for understanding intent, content, and feeling

Module 5: Feedback

- Differentiate between positive and corrective feedback
- Use questions and leveling to address difficult conversations
- Practice giving and receiving feedback using structured dialogue

Module 6: Perceptions

- Understand the role of perception and personal filters in communication
- Recognize how values, attitudes, and context shape interpretation

- Reduce perceptual bias through awareness and feedback

Module 7: Assertiveness

- Distinguish assertive behavior from passive and aggressive behavior
- Practice expressing needs and emotions clearly and respectfully
- Develop strategies to respond assertively in workplace situations