COURSE SYLLABUS

Communication Skills Course (Self-Paced)

Master the fundamental communication skills needed to get ahead. Much of your job success depends on your ability to communicate well, both in person and on paper. Discover how to analyze verbal and nonverbal communications, write clearly and concisely, organize and deliver an oral presentation, and break down communication barriers to work better with others.

> 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/communication-skills



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Course Outline

- The basics: tools for emphasis
  - The speech sounds of English
  - Rhythm
  - Volume
  - Pitch
- Facing your audience
  - Body language
  - Your audience
  - Dealing with nerves
- Giving and receiving feedback
  - 10 keys to keeping positive
  - 3 exercises for staying positive
- Active listening/direct expression
  - What is active listening?
  - 3 role reversal exercises
- Speaking
- Listening

  Simplification
- Behavior Style

- Behavior style model
- Behavior style exercises

- Grammar and vocabulary
  - Verbs
  - Action verbs/linking verbs exercise
  - Understanding and using a larger vocabulary