

Communication Strategies

Course Overview

This course will introduce students to communication strategies, including the big picture, understanding communications barriers, paraverbal communication skills, non-verbal communication, speaking like a star, listening skills, asking good questions, appreciative inquiry, mastering the art of conversation, and advanced communication skills.

<u>Module 01 - Getting Started</u>	1m
Getting Started	
<u>Module 02 - The Big Picture</u>	3m
The Big Picture	
Case Study	
<u>Module 03 - Understanding Communication Barriers</u>	6m
Understanding Communication Barriers	
Case Study	
<u>Module 04 - Paraverbal Communication Skills</u>	4m
Paraverbal Communication Skills	
Case Study	
<u>Module 05 - Non-Verbal Communication</u>	4m
Non-Verbal Communication	
Case Study	
<u>Module 06 - Speaking Like a STAR</u>	3m
Speaking Like a STAR	
Case Study	
<u>Module 07 - Listening Skills</u>	5m
Listening Skills	
Case Study	
<u>Module 08 - Asking Good Questions</u>	4m
Asking Good Questions	
Case Study	
<u>Module 09 - Appreciative Inquiry</u>	3m
Appreciative Inquiry	
Case Study	

Module 10 - Mastering the Art of Conversation

6m

Mastering the Art of Conversation

Case Study

Module 11 - Advanced Communication Skills

5m

Advanced Communication Skills

Case Study

Total Duration: 45m