

The Art of Communicating: Achieving Interpersonal Impact in Business (Revised Edition)

Course Specifications

Course Number: CCT-035_rev4.0

Course Length: Self-study or classroom training

Course Description

Course Objective: The learning objectives for The Art of Communicating are listed below. They have been developed to guide you, the reader, to the core issues covered in this book.

The objectives of this book are:

- To explain the dynamics of effective communication between people
- To present the underlying emotional component of communication
- To provide ways to improve communication skills

Course Content

Part 1: What Really Counts

What Really Counts in Interpersonal Communications
Is Effective Communication Verbal? Vocal? Visual?
The Personality Factor
The Stanford Study
Speak to the First Brain First
Nine Behavioral Skills: The Key Elements of Interpersonal Communication

Part 2: The Nine Behavioral Skills

Behavioral Skill 1: Eye Communication
Improving Your Eye Communication
Exercises in Eye Communication Awareness and Skill Development
Behavioral Skill 2: Posture and Movement
Improving Your Posture and Movement
Exercises in Awareness and Skill Development
Improving Your Gestures and Facial Expressions
Exercises in Awareness and Skill Development

Part 3: A Few Words About Habits

Habits
Changing Habits
The Four Stages of Learning
The Four Stages of Speaking
How Video Feedback Can Change Speaking Habits

Part 4: The Nine Behavioral Skills (continued...)

Behavioral Skill 4: Dress and Appearance
Improving Your Dress and Appearance
Exercises in Awareness and Skill Development
Behavioral Skill 5: Voice and Vocal Variety
Improving Your Voice and Vocal
Exercises in Awareness and Skill Development
Behavioral Skill 6: Language, Pauses, and Non-Words
Improving Your Use of Language
Exercises in Awareness and Skill Development
Behavioral Skill 7: Listener Involvement
Improving Your Listener Involvement Skills
Nine Listener-Involving Techniques
Exercises in Awareness and Skill Development
Behavioral Skill 8: Using Humor
Improving Your Use of Humor
Exercises in Awareness and Skill Development
Behavioral Skill 9: The Natural Self
Improving the Natural Self
Exercises in Awareness and Skill Development

Appendix

The Nine Behavioral Skills to Effective Interpersonal Communication