

# Communicating for Results Course

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

Group classes in Live Online and onsite training is available for this course. For more information, email [onsite@graduateschool.edu](mailto:onsite@graduateschool.edu) or visit: <https://www.graduateschool.edu/courses/communicating-for-results>



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## 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