HOW TO MASTER YOUR COMMUNICATION SKILLS COURSE OUTLINE	
COURSE CONCEPT	Interpersonal communication is face-to-face, enabling individuals to interact and communicate with each other and in groups to exchange information, feelings, and meaning through verbal and non-verbal messages. Interpersonal communication is not just about *what* is said—the language used—but *how* it is said, and the non-verbal messages sent through tone of voice, facial expressions, gestures, and body language. In the workplace, individuals with strong interpersonal skills are perceived as positive, calm, confident, and authentic. Possessing well-developed interpersonal skills is closely tied to an individual's level of emotional intelligence, as it encompasses qualities that are often appealing to others.
AUDIENCE	For individuals seeking to enhance their interpersonal skills to communicate, interact, and work effectively with others, both individually and in groups.
AIMS	The course aims to develop interpersonal communication skills, including listening, empathy, questioning, and feedback, to communicate effectively both verbally and non-verbally, and foster relationships at work and in personal life.
COURSE CONTENT	The course covers the elements of interpersonal communication that include: • Communication skills: • Listening skills • Empathy and empathy blockers • Use of silence — the power of pause • Questioning skills • Benefits of asking good questions • Types of questions • Characteristics of a good question • How to improve your questioning skills • The Gift of Feedback

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LEARNING OUTCOMES	On completion of the program, you will be able to: • Develop verbal and nonverbal communication skills about what you say and how you say it through body language, facial expression, eye contact, tone of voice, gestures with hands and arms, and use of space • Develop relationship skills by nurturing relationships • Enhance listening and empathy to interpret the message and understand the other party's perspective • Apply the use of silence/the pause appropriately and sensitively • Employ relevant questioning skills to obtain clarification or further information • Develop and apply feedback skills to both praise and constructive feedback for corrective action, and when receiving negative feedback
LEARNING ACTIVITIES	The **online** course consists of the theory with a range of interactive activities: • Interactive activities with workplace application • Questionnaires • View video clips with reflections of your learning • Developing a vision board • Guided meditation • Case studies • Reflective activities • Writing an Action Plan to achieve your career goals
DURATION	Self-paced learning, 4 hours
ADDITIONAL PROFESSIONAL DEVELOPMENT	If you have specific and challenging issues, we can further assist you with optional coaching sessions, either one-to-one or in a small group setting. Upon completing your full course or individual course, we offer ongoing supervision in your practice through our Career Coaching and Training membership program.
FURTHER INFORMATION	careercoaching.training hello@careercoaching.training