

## Advanced Communication Skills (Tier 1)

**1 Day**

### Description

In any profession, you will find yourself in a situation where you need to relay information to another colleague. When such situations arise, good communication skills are an essential part of getting your message across clearly. This course will show you how to apply advanced verbal and written communication techniques in your workplace.

### Prerequisites

- None

### Objectives

- ✓ Determine the content of your message.
- ✓ Determine the best way to prepare and deliver your message verbally.
- ✓ Examine the basics of building a well-structured presentation.
- ✓ Examine the mechanics of delivering a successful presentation.

### Write to be Understood

Determine When to Write  
Plan Your Message  
Perfect Your Style and Mechanics  
Writing in the Workplace

### Speak to be Heard

Prepare Your Message  
Deliver Your Message

### Plan for High Impact

The Importance of Planning  
Outline Your Presentation  
Develop Your Script  
Add Visual Aids

### Captivate Your Audience

Make Final Preparations  
Basics of Delivery  
The Question-and-Answer Session  
Assess the Presentation