



## **Ice Breaker: Who am I? Discover the real YOU-Q!**

- 1.The Communication Process: The way we communicate with others and with ourselves ultimately determine the quality of our lives.
- 2.Styles of Communication: 5 Styles of communication.
- 3.Perceptual Preferences: Are you Auditory, Visual or Kinesthetic?
- 4.Attitudes to Communication: Are you Passive, Aggressive or Assertive?
- 5.Communication Research: Mehrabian's Findings
  - a.Verbal Communication: What do you say?
  - b.Voice Modulation: How do you say? Power of your voice
  - c.Body Language: 55% of our communication is thru body Language.
- 6.Communication Principles: RESULT
- 7.Barriers to Communication: Distort or destroy your message.
- 8.Listening Skills: Wisdom is the reward you get for a lifetime of Listening when you could have preferred to talk.
- 9.Writing Skills-Parts of the Speech: Writing is the best way to talk without being interrupted...
- 10.Presentation Skills: It takes one hour of preparation for each one minute of presentation time.
- 11.Persuasion Skills: Helping people to make a decision.
- 12.Negotiation Skills: It takes one hour of preparation for each one minute of presentation time.
- 13.Telephone Etiquettes: Answer your phone calls by the third ring or else text immediately.
- 14.Email Etiquettes: In an official email one needs to remember 3 things; Professionalism, Efficiency and Protection from Liability.