

Number	Course Name	Days	PDU's	Cost
COMM	Effective Communication Skills	2	14	\$895

See www.softkeyinc.com/pmu.php for course schedule.

This highly interactive course is designed to provide project managers, team members, and stakeholders at every level the essential skills for effective communication. Participants will learn about communication styles, nonverbal communication, effective listening, communication strategies, virtual communication, conflict management, written communication, grammar tips, email etiquette, and communication with the project team. The course is designed to be interactive, informal, and fun! It includes exercises, activities, and a class book.

Topics:

- ▶ Skills for effective communication
- ▶ Nonverbal communication
- ▶ Delivering bad news
- ▶ Written communication and email etiquette
- ▶ Miscommunication and communication blockers
- ▶ Communication methods
- ▶ Virtual communication
- ▶ Communications planning and communications requirements
- ▶ Communication model and communication styles
- ▶ Effective listening
- ▶ Conflict management
- ▶ Communication with the project team

At the end of this course you will understand:

- ▶ The importance of communication
- ▶ What makes a good communicator and explain causes of miscommunication
- ▶ The communication model and understand communication styles
- ▶ The importance of nonverbal communication
- ▶ Communication methods
- ▶ How to listen effectively and how to deliver bad news
- ▶ Strategies for dealing with conflict
- ▶ The importance of effective writing and explain the writing process
- ▶ Tips for writing more clearly, directly, and persuasively
- ▶ Tips on basic grammar and frequent mistakes in grammar
- ▶ Fundamental email etiquette
- ▶ Project communications management
- ▶ Tips for communicating change at different levels
- ▶ Communication planning



- ▶ Communications requirements and the communication plan

