

Champions

**Module 3
Communication**

Student Guide

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Ketter Development Group

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Lesson Table of Contents

| | |
|---|--|
| Objectives | |
| Major Module Objective..... | |
| Supporting Module Objectives | |
| Communication..... | |
| The Importance of Effective Communication | |
| Contents of our Communication..... | |
| Communication Breakdown | |
| Listening Barriers | |
| Barriers to Effective Listening..... | |
| External Barriers | |
| Internal barriers..... | |
| Why We Create Barriers..... | |
| Listening Skills | |
| Listening | |
| Listening vs. Hearing..... | |
| Advantages to Listening Effectively..... | |
| Active Listening | |
| Introduction..... | |
| Importance | |
| Definition of Active Listening | |
| Improving Listening..... | |
| Skills | |
| Exercise C Effective Listening | |
| Understanding is Key..... | |
| Practices to Avoid..... | |
| Listening Skills Summary..... | |
| Verbal Skills | |
| Overview..... | |
| Word Choice | |
| Guidelines | |
| Words to Avoid..... | |
| Phrases and Words to Avoid..... | |
| Tone | |

Rate of Speech

Non-verbal Communication

Non-Verbals say More than You Think.....

Body Language

Positive Body Language Behaviors

Exercise - You Are NOT Listening

Review

Summary

Review

Communication

Objectives

Major Module Objective Upon completion of this module, you will be able to define how to effectively communicate your expectations to your employees and peers.

Supporting Module Objectives

- List the desired results of effective communication.
 - Identify problems, which develop from poor listening skills.
 - Identify two types of listening barriers.
 - Demonstrate the principles of active listening.
 - Demonstrate key verbal communication skills.
 - Demonstrate positive non-verbal communication skills.
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