



Communication Skills Training

Training Agenda

Day 1	Welcome & Program Overview	15 Minutes	9:00 AM – 9:15 AM
	What is Communication	25 Minutes	9:15 AM – 9:40 AM
	How Do We Communicate?	35 Minutes	9:40 AM – 10:15 AM
	Coffee Break	15 Minutes	10:15 AM – 10:30 AM
	Communication Barriers	45 Minutes	10:30 AM – 11:15 AM
	Para-verbal Communication	35 Minutes	11:15 AM – 11:50 AM
	Conclusions	10 Minutes	11:50 AM – 12:00 PM
Day 2	Reviewing the previous day topics	15 Minutes	9:00 AM – 9:15 AM
	Non-Verbal Communication	25 Minutes	9:15 AM – 9:40 AM
	Expressing Messages by Body Language	35 Minutes	9:40 AM – 10:15 AM
	Coffee Break	15 Minutes	10:15 AM – 10:30 AM
	Speaking Skills	45 Minutes	10:30 AM – 11:15 AM
	Speaking Levels	35 Minutes	11:15 AM – 11:50 AM
	Conclusions	10 Minutes	11:50 AM – 12:00 PM
Day 3	Reviewing the previous day topics	15 Minutes	9:00 AM – 9:15 AM
	Listening Skills	25 Minutes	9:15 AM – 9:40 AM
	Categories of Listening and Listeners	35 Minutes	9:40 AM – 10:15 AM
	Coffee Break	15 Minutes	10:15 AM – 10:30 AM
	Active Listening	45 Minutes	10:30 AM – 11:15 AM
	Active Listening Tips	35 Minutes	11:15 AM – 11:50 AM
	Conclusions	10 Minutes	11:50 AM – 12:00 PM
Day 4	Reviewing the previous day topics	15 Minutes	9:00 AM – 9:15 AM
	Questioning Techniques	25 Minutes	9:15 AM – 9:40 AM
	Providing Feedback	35 Minutes	9:40 AM – 10:15 AM
	Coffee Break	15 Minutes	10:15 AM – 10:30 AM
	Networking Skills	45 Minutes	10:30 AM – 11:15 AM
	Non-Violent Communication	35 Minutes	11:15 AM – 11:50 AM
	Conclusions	10 Minutes	11:50 AM – 12:00 PM