

# Effective Communication Design Document

<i>Business Purpose</i>	Effective communication is a necessity and cornerstone when it comes to successful interactions both personally and professionally. This course will provide individuals and organizations with the essential skills, knowledge, and tools that will equip the learners to communicate effectively and excel in today's interconnected world. It will enable the learner to communicate with clarity, confidence, and impact.
<i>Target Audience</i>	The targeted audience for this course is Professionals in Business and Corporate Settings: This includes employees, managers, and executives who want to enhance their communication skills to be more effective in the workplace.
<i>Training Time</i>	106-110 minutes
<i>Training Recommendation</i>	(1) Virtual instructor-led training (VILT) training session
<i>Deliverable</i>	Design document, Facilitator's Guide
<i>Learning Objectives</i>	<ul style="list-style-type: none"> <li>• Discuss and identify the importance of communication skills in personal and professional contexts.</li> <li>• Use appropriate language and tone, express ideas clearly through verbal communication.</li> <li>• Interpret and utilize nonverbal cues effectively to enhance the message and convey attentiveness.</li> </ul>
<i>Training Outline</i>	<p><b>Introduction</b></p> <ul style="list-style-type: none"> <li>• Title of Training</li> <li>• Agenda</li> <li>• Icebreaker Activity</li> <li>• Learning objectives</li> </ul> <p><b>Introduction into course</b></p> <ul style="list-style-type: none"> <li>• Video or Question/Poll</li> </ul> <p><b>Topic: Why is effective communication so important</b></p> <ul style="list-style-type: none"> <li>• Live question/ answer to be put in chat</li> <li>• Reasons why good communication is essential</li> </ul> <p><b>Topic: Becoming a Communication Rockstar</b></p> <ul style="list-style-type: none"> <li>• List ways to communicate effectively</li> </ul> <p><b>Topic: Verbal Communication Skills / Words Matter</b></p> <ul style="list-style-type: none"> <li>• Speak like a Pro</li> <li>• Clarity</li> <li>• Active Listening</li> <li>• Feedback and Clarification</li> <li>• Verbal Communication Activity</li> </ul>

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	<ul style="list-style-type: none"><li>• Knowledge Check/Question</li></ul> <p><b>Topic: Non-Verbal/Body Language Skills</b></p> <ul style="list-style-type: none"><li>• Facial Expression/Eye Contact</li><li>• Body Language</li><li>• Personal Appearance</li><li>• Knowledge Check</li><li>• Non-Verbal Scenario/Activity</li></ul> <p><b>Summary</b> <b>Wrap-up/Q&amp;A Session</b> <b>Thank you/End of Course</b></p>
<i>Evaluation Plan</i>	<ul style="list-style-type: none"><li>• Knowledge checks throughout the course</li><li>• Role Play</li><li>• Shared interactive whiteboard</li><li>• Questions and answer session</li><li>• Breakout activity with a debrief discussion from each group to whole group to share.</li></ul>