

COMMUNICATION SKILLS FOR PROFESSIONALS



GENTEX[®]
TRAINING CENTER



Introduction

Strong communication shapes how professionals build relationships, resolve issues, and advance their careers. The Communication Skills for Professionals Training Course equips participants with practical techniques to communicate clearly across meetings, emails, presentations, and everyday workplace interactions. Furthermore, this course covers active listening, assertive communication, non-verbal cues, and conflict management strategies that strengthen professional relationships. As a result, participants learn to express ideas with confidence, reduce misunderstandings, and collaborate more effectively across teams. Gentex Training Center designed this program to strengthen communication competence at every level of professional interaction.

Communication Skills for Professionals Course Objectives

- Apply active listening techniques to improve workplace understanding
- Use assertive communication to express ideas confidently
- Apply the SBI (Situation-Behavior-Impact) feedback model
- Communicate effectively through email, phone, and video platforms
- Apply non-verbal communication and body language awareness
- Use questioning techniques to clarify and confirm understanding
- Apply conflict resolution strategies to workplace disagreements
- Adapt communication style to different personality types
- Structure clear and persuasive verbal presentations
- Apply cross-cultural communication principles in diverse teams

Course Methodology

- Interactive lectures on communication frameworks and models

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- Role-play exercises simulating workplace interactions
- Case studies analyzing effective and ineffective communication
- Group discussions on overcoming communication barriers
- Practical exercises in active listening and feedback delivery
- Self-assessment tools to identify personal communication styles
- Trainer feedback on applied communication techniques

Who Should Take This Course

- Employees at all levels seeking stronger communication skills
- Team leaders and supervisors managing diverse teams
- Customer-facing staff in sales and service roles
- HR professionals handling sensitive conversations
- Project coordinators working across departments
- New employees adjusting to workplace communication norms
- Professionals preparing for leadership responsibilities

Communication Skills for Professionals Course Outlines

Day 1: Foundations of Professional Communication

- Principles of effective workplace communication
- Understanding verbal and non-verbal communication
- Identifying personal communication styles
- Recognizing common communication barriers
- Applying body language awareness in interactions
- Building rapport with colleagues and clients



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- Setting personal communication improvement goals

Day 2: Active Listening and Questioning Techniques

- Applying active listening techniques in conversations
- Using open-ended and clarifying questions
- Confirming understanding through paraphrasing
- Managing distractions during listening
- Recognizing emotional cues in conversations
- Responding empathetically to concerns
- Practicing active listening through exercises

Day 3: Assertive Communication and Feedback

- Applying assertive communication techniques
- Distinguishing assertiveness from aggression and passivity
- Using the SBI feedback model for constructive conversations
- Managing difficult conversations with confidence
- Structuring persuasive verbal presentations
- Handling objections and pushback professionally
- Practicing assertive responses through role-play

Day 4: Written and Digital Communication

- Applying professional email etiquette
- Structuring clear phone and video call communication
- Avoiding miscommunication in written messages
- Adapting tone for digital communication platforms



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- Managing communication across virtual teams
- Reviewing written communication for clarity
- Applying formatting standards for professional messages

Day 5: Conflict Resolution and Cross-Cultural Communication

- Applying conflict resolution strategies to disagreements
- Managing communication during workplace disputes
- Applying cross-cultural communication principles
- Adapting communication style to diverse personalities
- Building long-term professional relationships
- Reviewing lessons learned from communication challenges
- Building a personal communication action plan

Conclusion

By successfully completing the Communication Skills for Professionals Training Course, participants will have acquired practical skills in active listening, assertive communication, feedback delivery, and conflict resolution. Furthermore, attendees will understand how to adapt their communication style across different platforms and audiences. As a result, participants leave equipped to express ideas with confidence, reduce workplace misunderstandings, and strengthen collaboration across teams. Gentex Training Center remains committed to developing professionals who communicate with clarity, confidence, and impact.





FAQs

Q1 What is the "Communication Skills for Professionals" course about?

This course teaches professionals how to communicate clearly across meetings, emails, and everyday workplace interactions. It covers active listening, assertive communication, feedback delivery, and conflict resolution, helping participants express ideas confidently and collaborate more effectively with colleagues.

Q2 What are the key benefits of the "Communication Skills for Professionals" course?

Participants gain stronger listening skills, clearer self-expression, and improved workplace relationships. Additionally, the course reduces misunderstandings, strengthens feedback conversations, and helps professionals collaborate more effectively across teams and departments.

Q3 What skills will I gain from the "Communication Skills for Professionals" course?

Participants develop active listening, assertive communication, feedback delivery, and conflict resolution skills. These abilities help professionals express ideas clearly, manage difficult conversations, and build stronger relationships with colleagues and clients.



Q4 What tools, methods, or standards are covered in the "Communication Skills for Professionals" course?

The course covers the SBI (Situation-Behavior-Impact) feedback model, active listening techniques, and assertive communication frameworks. Role-play exercises and case studies reinforce practical application of these communication methods.

Q5 How is the "Communication Skills for Professionals" course applied in real-world practice?

Participants apply communication techniques during meetings, feedback conversations, and cross-departmental collaboration. As a result, professionals express ideas more confidently, resolve disagreements constructively, and build stronger working relationships across their organizations.