

BM-FTEC FACE TO FACE COMMUNICATION: MAKING HUMAN CONNECTIONS IN A TECHNOLOGY- DRIVEN WORLD



DURATION	LEVEL	TECHNOLOGY	DELIVERY METHOD	TRAINING CREDITS
1 Day	Business Introduction	Management & Soft Skills	VILT & ILT	NA

INTRODUCTION

Even as technology has allowed us to connect with an ever-expanding global network through the click of a mouse, face-to-face communication is still as important as ever. Improving one's in-person communication may seem nonessential and downright quaint in this computerized age, yet many workplace situations, often those involving conflict, feelings, or other sensitive issues, still demand human contact. Face-To-Face Communication explores why personal contact remains the most powerful type of human interaction and what readers can do to improve their skills to become excellent communicators.

AUDIENCE PROFILE

People buy from people. This fact remains. Machines and AI do not have the same human and personal contact that humans have. Virtual selling and virtual contact remove the human factor. Warmth, personal contact, and listening abilities will always supersede electronic contact. Anyone who wants to acquire the knowledge and skill to balance both and build meaningful relationships that last.

PREREQUISITES

There are no prerequisites for this course.

COURSE OBJECTIVES

After course completion, you will be able to:

- To explain the unique power of and continuing need for face-to-face communication in an electronic age.
- To demonstrate that nonverbal communication is a key part of getting your message across to your audience.
- To teach how to use words to create positive relationships and resolve conflicts.
- To foster an attitude that good listening is one of the most important factors in human interaction.
- To explore adapting face-to-face communication principles to other communication when time and costs prevent you from meeting in person.

COURSE CONTENT

Lesson 1: Face the Facts

- Recognize Face-to-Face Impact
- Appreciate the Advantages
- Understand the Behaviours
- Conquer Your Fears
- Factor in Personality Preferences

Lesson 2: Practice Your Nonverbals

- Value the Unspoken
- Be Aware of Your Body Language
- Check Your Physical Appearance

- Take Advantage of Your Voice
- Watch the Clock
- Consider Spatial Arrangements

Lesson 3: Choose Your Words Carefully

- Realize Your Words Have Impact
- Create a Positive Impression
- Phrase Your Words for a Business Context
- Update Your Language

Lesson 4: Listen Closely

- Enhance Your Listening Ability

- Give Nonverbal Feedback
- Delay Your Response
- Paraphrase and Clarify
- Affirm the Speaker's Feelings
- Suggest Options

Lesson 5: Communicate Across the Miles

- Adapt Face-to-Face Strengths to Other Communication
- Respect Cross-Cultural Preferences
- Gesture with Care
- Learn Language Differences
- Avoid Idiomatic Speech

ASSOCIATED CERTIFICATIONS & EXAM

There is no exam associated with this course.