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COMMUNICATION AND LISTENING SKILLS

COURSE CURRICULUM

8	4 hrs	Instructor-Led	None
MODULES	TOTAL HOURS	DELIVERY METHOD	PREREQUISITES

COMMUNICATION AND LISTENING SKILLS CURRICULUM — **MODULES 1 – 3**

MODULE 1 — Welcome & Communication Self-Check

00:00 – 00:15 · 15 min

Objective: Reflect on personal communication habits

- Session objectives
- Personal communication habits
- **HANDS-ON:** Communication Habit Check: 10 quick statements (e.g. 'I interrupt when I'm sure I know the point'); participants mark Often / Sometimes / Rarely and note one surprise
- **TAKEAWAY:** Initial awareness of habits

MODULE 2 — Communication Process & Barriers

00:15 – 00:50 · 35 min

Objective: Understand how messages get distorted and how to reduce noise

- Sender - message - channel - receiver - feedback
- Barriers: assumptions, jargon, filters
- One-way vs two-way communication
- **HANDS-ON:** Describe & Draw (back-to-back): one person describes a diagram, the partner draws it with no questions allowed. Repeat with two-way questions. Compare results and debrief on clarity, assumptions and feedback loops
- **TAKEAWAY:** Clear sense of one-way vs two-way communication

MODULE 3 — Active Listening

00:50 – 01:25 · 35 min

Objective: Move from listening to respond to listening to understand

- Levels of listening
- Paraphrasing, clarifying, summarising, reflecting feelings
- Open questions
- **HANDS-ON:** Listening Triads (Speaker / Listener / Observer), 3 rounds of 5 min. Speaker describes a real work challenge; listener may only paraphrase and ask open questions. Observer tracks interruptions, advice-giving, paraphrases
- **TAKEAWAY:** Own listening-habit scorecard

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COMMUNICATION AND LISTENING SKILLS CURRICULUM — MODULES 4 – 8

MODULE 4	**Non-verbal, Tone & Presence** 01:35 – 02:05 · 30 min	*Objective: Align words, tone and body language; adjust for virtual settings* • Words, tone and body language alignment • Vocal variety • Virtual presence • **HANDS-ON:** Mute Clip Analysis: groups watch a short workplace clip with the sound off and interpret emotions and relationships, then watch again with sound. Followed by Mirror Practice: say the same sentence in 3 different tones/postures and notice the impact • **TAKEAWAY:** Tone and posture adjustments to try
MODULE 5	**Structured & Assertive Communication** 02:05 – 02:45 · 40 min	*Objective: Deliver clear, concise and respectful messages, including difficult ones* • Pyramid Principle (answer first) • SBI feedback • DESC assertiveness • Passive / assertive / aggressive • **HANDS-ON:** Script & Practise: participants write a 60-second update using the Pyramid Principle and a DESC script for a real situation (e.g. pushing back on an unrealistic deadline). Rehearse in pairs with feedback, then refine • **TAKEAWAY:** Two ready-to-use scripts (update + assertive request)
MODULE 6	**Written & Virtual Communication** 02:45 – 03:10 · 25 min	*Objective: Write clear emails/messages and run effective virtual conversations* • Email structure (subject, ask, context, next step) • Chat and meeting etiquette • **HANDS-ON:** Rewrite Lab: participants rewrite 3 poor emails/chat messages in under 10 minutes and swap with a partner for feedback • **TAKEAWAY:** Improved email templates
MODULE 7	**Capstone: Stakeholder Conversation Simulation** 03:10 – 03:45 · 35 min	*Objective: Combine listening, structure and assertiveness in a realistic conversation* • Integrated listening, structure and assertiveness • Client escalation, senior update, timeline negotiation • **HANDS-ON:** Round-robin Simulation in triads (Communicator / Stakeholder / Observer), 8 min each with 3 min feedback. Stakeholder plays a challenging role card; observer scores with rubric • **TAKEAWAY:** Personal feedback summary on communication strengths and gaps
MODULE 8	**Reflection & Close** 03:45 – 04:00 · 15 min	*Objective: Commit to behaviour changes* • Key takeaways • 21-day listening and speaking habit pledge • 30-day follow-up plan

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COMMUNICATION AND LISTENING SKILLS CURRICULUM	MODULE 8

MODULE		
8	**Reflection & Close (cont.)** 03:45 – 04:00 · 15 min	• **HANDS-ON:** Habit Pledge: choose 1 listening habit and 1 speaking habit to practise for 21 days and note how to track them • **TAKEAWAY:** Personal communication practice plan

COURSE DETAILS

Learning Outcomes	• Identify personal communication style and common barriers • Practise active listening at deeper levels (paraphrase, clarify, reflect) • Use tone, body language and pacing intentionally • Structure messages clearly and communicate assertively (SBI, Pyramid Principle, DESC) • Improve written and virtual communication (email, chat, meetings)
Signature Hands-on Activities	• Describe & Draw • Listening triads • Mute-clip analysis • Script rehearsal • Email Rewrite Lab • Stakeholder simulation
Target Audience	Lateral hires (typically 3-15 years of experience) joining from other organisations. Cohort size 15-25, in groups of 4-5.
Delivery Method	Facilitator-led workshop, in-person or live virtual; approx. 30% input and 70% hands-on practice
Course Duration	4 hrs
Prerequisites	None
Recommended Training	Batch size: 15-25 participants 1 facilitator + 1 co-facilitator/observer for role-play-heavy modules
Core Frameworks / Tools	Levels of listening, Pyramid Principle, SBI, DESC
Assessment & Reinforcement	**Pre-work:** Record or write a 1-minute update on a recent project (used as a baseline, not shared unless the participant chooses) **In-session assessment:** Observer rubric: listening behaviours, clarity of structure, assertiveness and tone in the simulation **Post-session (Day 30):** Resubmit a 1-minute update and compare with baseline; manager feedback on communication in meetings and emails
Facilitator Tips	• Model the behaviours: paraphrase participants, keep your own messages structured • Record triad role-plays on phones for self-review only if participants consent • For laterals, include examples of communication norms that differ between companies (tone, formality, escalation paths)