

TIPS FOR EFFECTIVE COMMUNICATION

Delivering a well-balanced training session, whether it is in-person led or virtual, requires engaging your participants in dialogue and collaboration to produce successful interaction throughout the course. The success of your training session is largely impacted by those beneficial course content discussions that enable positive learning outcomes.

EFFECTIVE COMMUNICATION REQUIRES

Preparation	Know exactly what you want to say during facilitation.
Attention	Understand your audience and “see” their reactions.
Communication	Two-way process of speaking and listening – be accepting of feedback.
Realization	Does your audience understand the content and what you are communicating.

DELIVERY STRUCTURE

Introduction	Tell them what you are going to tell them – great overview of session outline sets the foundation for learning.
Body	Tell them – cover all content reaching the goals and objectives of the session.
Conclusion	Tell them what you told them – provide review of all materials and what was achieved in the session.

GREAT COMMUNICATION REQUIRES

- Confidence - Stand up straight. You are the expert!
- Relax – Take deep breaths.
- Provide energy to your session - Show interest and enthusiasm for your subject - always portray positivity.
- Use a conversational pace - Do not talk too rapidly or too slowly – Pace is important.
- Use “Pause” to your advantage – for pace, to refer to information, to check audience attention.
- Use simple language.
- Speak loudly enough for everyone to hear – “speak to the back of the room”.
- Be clear and concise – Watch your tone.
- Be brief, yet specific.
- Body language matters. Move naturally around the room - Be mindful of nonverbal communication.
- Make eye contact with individuals in the audience, as appropriate.
- Focus your attention on what your audience is learning - Practice active listening – Be curious, listen and ask questions.

REMEMBER

- HOOK THEM in the beginning! Answer, “What’s in it for me?” Capture their attention.
- Keep them actively involved.
- If running out of time, pause and summarize your main points! Don’t just stop and say, “I’m out of time” or “That’s all I have”.