

## Module 3: Enhancing Communication Skills

Welcome to Module 3: Enhancing Communication Skills

Effective communication is the foundation of successful relationships in the workplace. In this module, we explored how verbal, non-verbal, and written communication impact your ability to work with others.

Key areas covered included:

- Active Listening: Truly listening helps you understand others and fosters trust.
- Non-Verbal Communication: Body language, facial expressions, and tone of voice are as important as words.
- Presentation Skills: We discussed how to prepare and deliver compelling presentations.
- Cross-Cultural Communication: Working with colleagues from different backgrounds requires cultural sensitivity.
- Negotiation and Persuasion: Being able to negotiate and find common ground is a key skill for resolving workplace disagreements.

We also examined a real-world scenario where a project manager improved communication within a cross-functional team by using active listening, presenting clearly, and understanding non-verbal cues.

Reflection Questions:

- How can you improve your non-verbal communication in the workplace?
- What strategies can help you present more effectively?

- How can you use negotiation to resolve workplace disagreements?