



# Verbal Communication

Why is it so important?

**92% of executives say that soft skills are equally important or more important than technical skills.**

(LinkedIn Workplace Learning Report, 2018)

## Course Information

- ✓ 100% online
- ✓ Delivered in English
- ✓ Suitable for ages 14-20
- ✓ EtonX certificate

**G**ood verbal communication is a vital skill which can help in many areas of your everyday life such as making friends, sharing ideas, making plans and working effectively with others. It helps you minimise stress and misunderstanding with others, and approach different types of conversation with confidence. During this course, you will learn how to build rapport with other people so that you can start and maintain good conversation, learn how to choose the right language, use your voice effectively, and how to handle difficult conversations.

# WHAT WILL I LEARN IN THE ETONX **VERBAL COMMUNICATION** COURSE?

## ORIENTATION

### **INTRODUCTORY CLASS**

Course Introduction  
Getting to know your study group and tutor  
Checking your skills

## UNIT 1

### **UNDERSTANDING EXCELLENT VERBAL COMMUNICATION**

Discovering the importance of good verbal communication  
Identifying your strengths and weaknesses  
Establishing personal goals and areas for development

## UNIT 2

### **INTERACTING AND BUILDING RAPPORT**

Sustaining conversation  
Learning how to build rapport

## UNIT 3

### **COMMUNICATING CLEARLY**

Understanding the importance of being direct  
Learning how to improve vocal pace and tone  
Improving intonation

## UNIT 4

### **COMMUNICATING CONCISELY**

Structuring your message clearly  
Using language for cohesion and clarity  
Learning how to stay on topic

## UNIT 5

### **RESPONDING TO OTHERS**

Improving your active listening skills  
Avoiding misunderstandings  
Practising ways to deal with objections  
Taking turns when speaking

## UNIT 6

### **HANDLING DIFFICULT CONVERSATIONS**

Understanding your emotional triggers and how to manage them  
Developing strategies to respond calmly to emotional or difficult situations  
Learning how to express your needs