



Verbal Communication

COURSE INFORMATION

- ✓ 100% online
- ✓ Delivered in English
- ✓ Suitable for ages 13-20
- ✓ EtonX certificate

Good verbal communication helps approach different types of conversation with confidence.

Our Verbal Communication course will help improve your communication skills, and show you how to build rapport, and approach different types of conversation with confidence. You will be guided by videos giving you examples of practical applications of the techniques used and will have an opportunity to practise throughout the course.

WHAT WILL I LEARN IN THE ETONX VERBAL COMMUNICATION COURSE?

ORIENTATION

INTRODUCTORY CLASS

- Meeting the Course Director
- Completing a situational judgement test
- Identifying tips and techniques for studying online

SECTION 1

GOOD VERBAL COMMUNICATION

- Importance of good verbal communication
- Identifying your strengths and weaknesses
- Personal goals and areas of development

SECTION 2

BUILDING RAPPORT

- How to build rapport
- Sustaining conversation

SECTION 3

CONCISE COMMUNICATION

- Structuring a clear message
- Using cohesive and clear language
- Staying on topic

SECTION 4

CLEAR COMMUNICATION

- Importance of being direct and using precise language
- Improving vocal pace and tone
- Improving intonation

SECTION 5

RESPONDING TO OTHERS

- Active listening skills
- Good responding habits for clear communication
- Turn-taking and avoiding interrupting

SECTION 6

DIFFICULT CONVERSATIONS

- Emotional triggers
- Strategies for responding calmly in difficult situations
- Expressing your needs

SUMMING UP

- Reflecting on your performance, including the completion of a final situational judgement test
- Completing your Personal Development Plan by learning how to set SMART Objectives.