

# PITMAN

T R A I N I N G

Pitman Training Pakistan

## Interpersonal Communications

E-Learning Course Outline



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PITMAN

TRAINING

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## COURSE OUTLINE

Full details of modules and topics covered in this e-learning course:

### DURATION:

1 Month

### CPD Points:

30

### COURSE AIMS:

Communications skills are essential across every career and taking time to gain certified skills in this area will be a definite benefit no matter the career you choose. This course aims to provide participants with a solid foundation in the theory and practice of personal and interpersonal communication

### DESIGNED FOR:

Senior managers, line managers and supervisors, administrators, project managers and many more.

### WHAT IS INTERPERSONAL COMMUNICATION?

Communication is central to human life. While technical skills are often important, every business, every nonprofit group, indeed every family, succeeds primarily because of good communication.

Interpersonal communication is the process by which people exchange information, feelings, and meaning through verbal and non-verbal messages: it is face-to-face communication.

Interpersonal communication is not just about what is said - the language used - but how it is said, and the non-verbal messages sent through tone of voice, facial expressions, gestures and body language.

### TOPICS COVERED IN THE MODULE:

1. Introduction to Interpersonal Communications
2. Written Communications
3. Active Listening
4. Questioning Skills
5. Types of Meetings
6. Leading Effective Meetings
7. How to Deliver Effective Presentations
8. Using Visual Aids
9. Presentation Skills

## MODULE 1: Introduction to Interpersonal Communications

Learning outcomes: In this topic you will learn Interpersonal communication methods, Formal and informal communication levels, Body language, Assertive communication, Ego states, Transactional analysis, and effective interpersonal communications.

### Topics covered:

- [1](#) Introduction
- [2](#) Introduction to Interpersonal Communications
- [3](#) Interpersonal Communication Activity
- [4](#) Body Language
- [5](#) Body Language (continued)
- [6](#) Barriers to Interpersonal Communications Activity
- [7](#) Transactional Analysis
- [8](#) Transaction Analysis (continued)
- [9](#) Reflect and Move Forward

## MODULE 2: Written Communications

Learning outcomes: In this topic you will learn what are written messages, What to include in the messages, what is their structure and what are Proposals.

### Topics covered:

- [1](#) Introduction
- [2](#) Establishing the Reasons for Writing
- [3](#) Planning the Document
- [4](#) Mind Maps
- [5](#) Proposals
- [6](#) Getting Your Point Across
- [7](#) Fogg Index Activity
- [8](#) Creating Effective Documents
- [9](#) Different Kinds of Text
- [10](#) Reflect and Move Forward

## MODULE 3: Active Listening

Learning outcomes: In this lesson you will learn how to Listen attentively, remain non-judgmental, Paraphrasing the speaker's words, Listening and responding to feelings and Asking questions

### Topics covered:

- 1 Introduction
- 2 Listening Activity 1
- 3 Listening Activity 2
- 4 Five Tips for Being a Good Listener
- 5 Letting Them Know You're on the Ball
- 6 Tone, Volume and Pace
- 7 The Five Arch-Enemies of Good Listening
- 8 How to Identify People's Needs Through Listening
- 9 Why the Right Question Makes All the Difference...
- 10 Asking Questions Activity
- 11 Reflect and Move Forward

## MODULE 4: Questioning Skills

Learning outcomes: In this topic we will investigate: the purpose of questions, Different types of questions and the use of questions in different scenarios.

### Topics covered:

- 1 Introduction
- 2 Questioning Skills
- 3 Closed Questions
- 4 Closed Questions Activity
- 5 Open Questions
- 6 Open Questions Activity
- 7 Probing Questions

[8](#) Enhancing Performance at Meetings

[9](#) Managing Meetings Activity

[10](#) Reflect and Move Forward

[11](#) Reflect and Move Forward

## MODULE 5: Types of Meetings

Learning outcomes: By the end of this topic you will have covered reasons for holding a meeting, reasons why meetings might fail and different types of meetings.

### Topics covered:

[1](#) Introduction

[2](#) What is the Purpose of the Meeting?

[3](#) Why Meetings Fail

[4](#) Types of Meetings

[5](#) Reflect and Move Forward

## MODULE 6: Leading Effective Meetings

Learning outcomes: By the end of this topic you will have covered planning for an effective meeting, chairing a meeting, assessing your own performance, summarizing a meeting, reporting and following up a meeting and how to enhance your performance at meetings.

### Topics covered:

[1](#) Introduction

[2](#) Leading Effective Meetings

[3](#) Objectives of the Meeting

[4](#) Follow Up After the Meeting

[5](#) The 5 C's

[6](#) Enhancing Performance at Meetings

[7](#) Managing Meetings Activity

[8](#) Reflect and Move Forward

## MODULE 7: How to Deliver Effective Presentations

Learning outcomes: This topic covers how presentations are made and how they should be presented.

### Topics covered:

- 1 Introduction
- 2 Delivering Effective Presentations
- 3 Reasons for Presentations
- 4 The 'Who', 'What', 'Where', 'When' and 'How'
- 5 Preparing and Presentation
- 6 Delivering the Presentation
- 7 Special Needs
- 8 Reflect and Move Forward

## MODULE 8: Using Visual Aids

Learning outcomes: By the end of this topic you will have covered Considering visual aids, Types of visual aids, Advantages and disadvantages of visual aids and Computer prepared visual aids

### Topics covered:

- 1 Introduction
- 2 Using Visual Aids
- 3 Preparing Visual Aids
- 4 Reflect and Move Forward

## MODULE 9: Presentation Skills

Learning outcomes: In this topic we will look to cover Presenting yourself, Relaxation techniques, Voice intonation and Dealing with questions.

### Topics covered:

- [1](#) Introduction
- [2](#) Presenting Yourself
- [3](#) Effective Presentations
- [4](#) Dealing With Questions
- [5](#) Presentation Skills Activity
- [6](#) Reflect and Move Forward