

**Effective Communication in a Virtual World**

**Course Number:** ITL-122  
**Duration:** 1 day

**Overview**

This Communication in a Virtual World training course teaches attendees how to effectively communicate, both in-person and working virtually, with their peers, clients, management, vendors, staff, and others. Students learn communication-based concepts, techniques, and best practices.

**Note:** A condensed version of this class can be delivered as a two-hour, engaging seminar upon request.

**Prerequisites**

No prior experience is presumed.

**Materials**

All attendees receive comprehensive courseware covering all topics in the course.

**Software Needed on Each Student PC**

For in-person deliveries, attendees do not need computers for this course. We will provide full classroom setup instructions that will include seating in small groups, with supplies such as flipcharts, sticky notes, markers, and pens for the attendees and a projector and Internet connection for the instructor's laptop.

Online deliveries for this interactive training will use an online meeting platform (such as Zoom, WebEx, GoTo, or Teams) to have face-to-face contact online, including use of breakout rooms for group activities.

**Objectives**

* Use emotional intelligence concepts to their professional advantage
* Strategically select the best communication medium when working virtually
* Use structured questioning techniques to fact-finding and other workplace-related discussions
* Apply structured listening techniques to gain deeper understanding of problems and issues
* Maximize the value of personal and professional interactions

**Outline**

* Introduction
* Emotional intelligence
  + Self-awareness and self-management
  + Social awareness and relationship management
* Merrill & Reid Social Styles
  + Driver
  + Expressive
  + Analytical
  + Amiable
* Question Types
  + Closed, open and high yield questions
* Question Usages/Purposes
  + Accuracy, clarification, completeness, relevance, etc.
* Active Listening
  + Traditional active listening topology
  + Caring-based listening topology
* Virtual communication types and effectiveness
  + Written
  + Phone
  + Video
* Listening Styles
  + Action, informational, etc.
* Virtual Technology Best Practices
  + Synchronous communication tools
  + Asynchronous communication tools
* Visual, Auditory, and Kinesthetic (VAK) Communications
  + Understanding how to use VAK to your professional advantage
* Building Rapport
  + First impressions: the first ten seconds
  + Barriers to Building Rapport
  + Techniques that build rapport
* Problem Solving Listening Framework
  + Person, topic, delivery, and setting
* Speaking with Authority
  + Tips and techniques to speak with authority
* Email Communications
  + Your written legacy
  + Tips When Writing Emails
  + Ways to enhance your email efficiency
* Body Language
  + Using body language as a communication tool
  + Observing others
  + When others observe you
* Conclusion