



# Communication Pillar

Skill	Module	Content Covered
 <p><b>Verbal &amp; Non-Verbal</b></p>	Active Listening	Active listening, beyond basic listening skills, builds trust, resolves conflicts, and fosters a positive environment.
	Conversational Techniques	Effective verbal communication involves breaking the ice, maintaining engagement with open-ended questions, and concluding with clear next steps.
	Clarity	Clear communication avoids misunderstandings by ensuring the accurate transmission of messages.
	Vocal Image Basics	Mastering vocal elements like speech rate, volume, pitch, and pauses enhances communication, making you more memorable and engaging.
	Gestures & Posture	Improve your body language, including gestures and posture, prevents sending mixed signals and enhances your ability to communicate effectively
	Eye Contact, Space & Expression	Learn various techniques like the 50/70 rule and observing micro-expressions and using multi-media training methods.
	Effective Communication	The 7 C's of communication—Clear, Concise, Concrete, Considerate, Correct, Complete, Courteous.
 <p><b>Written Comm.</b></p>	Audience and Purpose	Before writing, define your audience and purpose, choose the appropriate tone and structure, and revise to ensure clarity.
	Conciseness and Clarity	Focus on using simple language, avoiding jargon, and eliminating unnecessary words to improve readability.
	Tone	Tone conveys the implicit emotional message in writing. Use a conversational tone, add energy, and be mindful of pronouns to connect with readers effectively.
	Revision	Revision involves rethinking and refining your writing - Use methods like outlining, highlighting, and reading aloud to catch errors and strengthen your argument.
	Business Writing	Business writing should be clear, concise, and free of jargon. Effective business writing builds credibility, fosters trust, and enhances professional relationships.
 <p><b>Presentation Skills</b></p>	Public Speaking	Public speaking allows you to educate, entertain, or influence an audience. Key steps include knowing your audience, planning your message, and rehearsing.
	Presentation Structure	Structuring a presentation is crucial for engagement. Begin with a hook, develop your points using clear frameworks, and conclude with a strong call to action
	Visual Presentation	Use slides purposefully, following principles like the MOVIE technique (Message, Organization, Visualization, Insights, Extra caution).



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<b>Presentation Skills</b> (Continued)	Storytelling	Employ structures like the Hero's Journey or Sparklines, and focus on personal, relatable, and engaging delivery.
	Presentation Preparation	Building confidence for public speaking involves thorough preparation, familiarization with the environment, and vocal warm-ups. Practice is key!
 <b>Visual Comm.</b>	Data Visualization	Data visualization involves using graphics like charts and infographics to represent data. It saves time, makes data accessible, and engages audiences.
	Process Visualization	Process visualization graphically represents steps in a process, making it easier to identify key steps and inefficiencies.
	Graphic Design	Key elements include lines, colors, and typography, with the goal of maximizing usability and evoking emotion.
	Colors and Their Significance	Use color theory and the color wheel to create effective combinations, learn the roles of primary, secondary, and tertiary colors, as well as warm vs. cool tones.