

# COMMUNICATION CHECKLIST

Name of Leader: - \_\_\_\_\_

Designation: - \_\_\_\_\_

Department: - \_\_\_\_\_

## Suggested Training Topics

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Please (✓) on applicable requirement and comment with additional inputs where necessary.

### 1. Communication Basics

- Contains:**
- Communication planning
  - 7 C's of Communication
  - Communication Cycle
  - Verbal and Non-verbal Communication
  - Making a great First Impression
  - Barriers to communication
  - \_\_\_\_\_
  - \_\_\_\_\_

### 2. Revisiting Grammar

- Contains:**
- Basic Grammar
  - Sentence construction
  - Comprehension
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  - \_\_\_\_\_

3. Accent Neutralization

**Contains:** Phonetics

Pronunciation

Articulation

Intonation

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4. Language Enhancement

**Contains:** Vocabulary

Indianisms and other common errors

Achieving Fluency

Written Communication

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5. Conversational English

**Contains:** Speaking in Everyday situations

Small Talk

Conversation Quadrants

Techniques for continuing a Conversation

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6. Spoken English

**Contains:** Speaking in English

English Listening

Building Confidence to Speak

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7. Listening Skills

**Contains:** Active Listening

Barriers to Listening and ways to overcome them

Emotion and Listening

Steps to improve Active Listening

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8. Email Communication

**Contains:** Email Basics

Email Messages

Email Effectiveness

Netiquette

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9. Telephonic Communication

**Contains:** Modelling Excellence

Gauging response of the Listener

Adding Vocal variety

Choice of language and humor

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10. Email Communication

**Contains:** Email Basics

Email Messages

Email Effectiveness

Netiquette

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11. Meeting Essentials

**Contains:** Meeting Preparations

Setting the Tone

Making meetings interactive

Post meeting - Follow-ups

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12. Communicating in a Virtual World

- Contains:** Different virtual communication mediums
- Barriers to virtual communication
- Overcoming the barriers
- Enhancing the productivity - Techniques
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13. The Role of Positive Language

- Contains:** Rephrasing everyday communication
- Positive Language patterns
- Positive Reinforcement
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- \_\_\_\_\_

14. Presentation Skills

- Contains:** Content Creation
- The How and What of Communication
- Body Language
- Handling Questions Effectively
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15. Public Speaking

- Contains:** Overcoming the Fear of Public Speaking   
Connecting with the Audience   
Building Confidence   
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16. Rapport Building

- Contains:** Benefits of Rapport   
Techniques of Rapport Building   
Understanding the other's Point of view   
Building Relationship using Rapport   
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17. Inter-personal Effectiveness

- Contains:** Communication with Self   
Communication with Others   
Listening and Responding   
Handling Barriers   
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18. Assertiveness

**Contains:** Self Confidence

Looking Assertive

Sounding Assertive

Dealing with Barriers

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19. Influencing and Persuasion Skills

**Contains:** Understanding Persuasion

The Pyramid of Active Listening

Persuasion Styles

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20. Negotiation Skills

**Contains:** Understanding Negotiation Outcomes

Negotiation Process

Communication Styles

Techniques to Negotiate

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21. Difficult Conversations

- Contains:** Choosing to have the Conversation  
Framework for Difficult Conversations  
Managing Difficult Conversations  
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22. Communication during Conflicts

- Contains:** Conflict – Definition  
Thomas Kilmann Conflict Resolution Styles  
Managing Emotion during Conflict  
Applying Assertiveness Techniques  
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23. Building Client Relationships using Communication

- Contains:** Understanding Client requirements  
Strengthening Ties through Communication  
Communication and Building Trust  
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24. Proactive Communication

**Contains:** Communicating at Work

Displaying Empathy

Continuous Communication

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25. Impactful Client Interactions

**Contains:** Client Centricity

Customer Centric Language

Customizing Communication

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