

Communication Skills Basics

GoSkills online course syllabus

Friday, September 12, 2025

Skill level

Beginner

Lessons

40

Accredited by

CPD

Pre-requisites

None

Video duration

2h 44m

Estimated study time

9h for all materials

Instructor

TJ Walker

Introduction

1 Introduction to Communication Skills Basics

Welcome from the instructor, TJ Walker

Communication Fundamentals

2 Quick Wins! The High Tech Way to Perfect Communication

Use your phone to record yourself and get the feedback you need to deliver messages effectively.

3 Listening is Key

Listening is the key to becoming a better communicator - here's why.

4 Good News! The Problems We Think We Have Aren't Real

Many of our preconceived notions of what makes a great communicator don't match up with reality.

5 Communications Skills are the Most Important Skills for Success but are the Least Taught

Verbal and non-verbal communication aren't taught in schools but can be a key factor for your success.

6 Direct vs. Indirect Communication

Being direct isn't always the most successful way to communicate or influence.

7 You Are Normal to Fear Communicating In Some Circumstances

Fear of public speaking is perfectly natural.

- 8 The Power of the Positive
Bad news causes many people to shut down, so it's helpful to start any communication with something good.
- 9 Debunking the Myth of Charisma
You don't need charisma to be a great communicator.
- 10 Never Fall for These Communication Gimmicks Again!
If you want to be a great communicator, don't use gimmicks to mask your problems.

How to Introduce Yourself and Make a Great First Impression

- 11 Introduction to How to Introduce Yourself
Introducing yourself seems simple, but you can make your introduction memorable with preparation and practice.
- 12 What NOT to Do
Most people make a series of mistakes when introducing themselves and will most likely be forgotten when they're done.
- 13 How to Introduce Yourself The Right Way
What is your hook, and how can people connect with you in an easy, non-threatening way?
- 14 First Video Rehearsal
The only way to be supremely confident when introducing yourself is to record yourself on video and evaluate.
- 15 Friend Feedback
Will a friend notice the "hook" of your introduction? What do they like or dislike about your 30 second video?
- 16 Conclusion to How to Introduce Yourself
Give people a reason to remember you or talk to you. What you reference in your introduction can start a conversation, which can lead to more.

Improve Your Voice

- 17 How to Improve Your Voice Introduction
There is no "perfect" voice, and many people succeed with traditionally flawed voices because they offer something unique.
- 18 Improve Your Voice by Recording Your Voice
Most people don't prefer the sound of their own voice, but recording it is key to improving it.

- 19 **Diagnosis of Your Own Voice and Feedback from Others**
What don't you like about your voice? Compare your list to honest feedback from people you trust.
- 20 **Defining Your Exact Problems**
There are three kinds of feedback you can get from colleagues regarding your voice.
- 21 **Listen to Natural Conversation**
Listening to a recording of your natural conversation can reveal interesting ways in which you speak well about a subject you're passionate about.
- 22 **Practice Again and Record**
Most people have perfectly good voices when they talk like to do in normal conversation and practice their material before delivering it.
- 23 **Don't Lower Your Voice**
Unnaturally lowering your voice to try and sound authoritative will have the opposite effect.
- 24 **Practice on Video**
Confidence is the key to a strong voice and effective talk, and practice will significantly raise your confidence level.
- 25 **How to Improve Your Voice Conclusion**
Practicing on video is usually more effective than vocal exercises or other techniques.

Eliminate Verbal Tics

- 26 **Master the Quickest, Easiest Way to Eliminate Verbal Tics**
Here's a quick way to eliminate verbal tics right now.
- 27 **Good Communication is Better Than Perfection**
Our goal should be good communication, not perfect communication. So, focus on communicating ideas instead of preventing errors.
- 28 **Appear More Confident By Using Smaller Words**
Speakers often try to sound smarter by using big words or specific phrases, but this is counterintuitive to good communication.
- 29 **Avoid the Data Dump with This Memory Cheat**
Narrow your messages down and use a cheat sheet to help yourself remember important points instead of relying on your memory.
- 30 **The Number 1 Tip for Eliminating Nerves**
Record yourself practicing an important talk to vastly improve your delivery and speech.

31 **Eliminating the Source of Your Speaking Discomfort Once and For All**
Outside perspective can greatly improve your performance, but your biggest problem may be a bad, ill-prepared speech.

Improve Your Presentations and Speeches

32 **Avoiding The Initial Wrong Turn Most Speakers and Presenters Make**
The starting point for every presentation and speech should be answering this question: What do you want your audience to do?

33 **Developing Expert Judgment for Your Public Speaking and Presenting Opportunities**
What does your audience need to know? Focus on 5 (or fewer) important messages for your audience.

34 **The Radical Yet Simple Solution To Finding Great Messages**
If you want to know what's most helpful for your audience, ask them.

35 **Your Stories Will Make Your Ideas Unforgettable**
The biggest difference between great communicators and everyone else is how they use stories to illustrate their key points.

36 **Your PowerPoint Will Create Engagement, Not Slumber**
Consider these rules to make your points come alive - and not bore your audience - during a presentation.

37 **Building an Ethical Cheat Sheet Just for You**
Prepare a plan and help yourself remember all your important points with a cheat sheet.

38 **This Is The Do Or Die Moment For Your Speaking Improvement**
The best way to be confident when you speak is to practice - on video - until you love it.

39 **There Is a Perfect Test for Your Speech Or Presentation**
Test your presentation video by asking friends and colleagues what stood out the most.

40 **Continuing Your Path of Public Speaking and Presentation Skills Improvement**