

PROFESSIONAL COMMUNICATION: VERBAL DELIVERY AND QUESTION HANDLING

COURSE OUTLINE

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Professional Communication: Verbal Delivery and Question Handling

Course Description

This interactive half-day pilot workshop focuses on the practical delivery of verbal communication. Participants will explore techniques to enhance vocal presence, clarity and engagement, while developing strategies to respond to questions with confidence and composure. Through guided practice, peer feedback and real-play scenarios, attendees will leave with actionable tools to elevate their spoken communication in meetings, presentations and client interactions.

Duration

Half-day (approximately 3.5 hours including breaks)

Audience

Professionals across sectors who wish to improve their verbal communication skills, particularly in live or virtual settings where clarity, confidence and responsiveness are key.

Learning Outcomes

By the end of the session, participants will be able to:

- Identify and apply key techniques for clear and engaging verbal delivery
- Demonstrate improved vocal tone, pace and emphasis in spoken communication
- Respond to questions using structured, confident approaches
- Manage challenging or unexpected questions with greater ease
- Reflect on personal communication habits and apply peer feedback constructively

Course Content

Session 1 - Welcome and Warm-Up

- Introductions and session overview
- Icebreaker activity to surface communication goals
- Group discussion: What makes a speaker engaging?

Session 2 - Core Skills: Verbal Delivery

- Exploring tone, pace, clarity and emphasis
- Vocal presence and body language
- Common pitfalls and how to avoid them
- Paired practice: Delivering a short pitch with feedback

Session 3 – Handling Questions with Confidence

- Active listening and paraphrasing
- Structuring responses using simple frameworks (e.g. PREP, STAR)
- Techniques for managing difficult or unexpected questions
- Roleplay scenarios with group feedback

Session 4 – Wrap-Up and Feedback

- Group reflection and key takeaways