



## Interpersonal Communication I & II

### Description

This two-phase workshop provides participants with an opportunity to learn and practice valuable communication techniques that will increase their effectiveness when dealing with others. Trainees are given the opportunity to assess their current level of skill & obtain feedback on how they come across to others. While not limited to managers, this class provides trainees with specific skills to assist in mentoring and coaching.

### Who should attend?

Valuable for anyone who wants to improve their communication skills: Senior VP, First VP, VP, Project Manager, Associate, Developer, Technical Staff, Operations Staff, Analyst, Administrative Assistant.

### Sample Agenda

- Define key elements of effective 2-way communication
- Use 4 Listening skills to improve understanding & retention
- Use communication tools to diffuse emotional people
- Identify roadblocks to communication
- Provide positive feedback that can motivate people to work effectively
- Communicate to correct negative behavior without “attacking”
- Understand Body Language & other Non-Verbal Communication
- Learn to benefit from feedback from others

### Prerequisites

None

### Note

None