

# **Glen Oaks Community College – Business Services**

## **Effective Communication**

### **Objective:**

Learn techniques and strategies for effectively communicating information, ideas, and issues throughout the organization so as to improve working relationships and both internal and external customer service.

### **Course Outline**

1. Setting the stage for effective communication
  - Laying the groundwork
  - Defining the ground rules; i.e. how we should treat people
  - Defining terms
2. Listening
  - Recognizing the stumbling blocks to effective listening
  - Learning how to be a good listener
3. Expressing oneself effectively
  - Speaking one-on-one
  - Speaking in groups
4. Understanding body language
5. Having effective meetings
6. Managing conflict
  - Communicating issues and concerns effectively
  - Being assertive vs. being aggressive
7. General review

The course will be comprised of presentation, group discussion, and exercises.

### **Course Length & Materials**

This is an 8-hour course designed for two, 4-hour sessions. Materials provided include presentation handouts and folders.

## **Contact**

Mary Kay Balaguer,  
Director of Business Services  
Glen Oaks Community College  
Phone: 269.294.4276 Fax: 269.467.4114  
Email: [Mary Kay Balaguer](mailto:Mary Kay Balaguer)