Communication

Description: Individual and team success depends upon the ability of individuals to communicate with each other. This practical 8-hour course helps participants understand the essentials of the communication process, identify communication problems, discuss productive approaches to communication and to develop effective communication skills. These skills will provide a great benefit for any organization's employees.

Target Audience: Supervisors, Managers, Team leaders, whose success depends on their ability to communicate clearly, to be understood and to influence how another person performs, and to create positive working relationships.

Prerequisites: None

Delivery Method: Classroom-style lecture with student participation, PowerPoint slides, in-class questions and exercises to reinforce learning and to encourage questions and participation.

Course Content:

Types of Communication
- Verbal
- Non-verbal
- Written

Introduction to Feedback
- Communication factors
- Communication response styles
- Interpersonal relationship styles
- Giving and receiving feedback
- Open-loop system

Interpersonal Communication Styles
- Actively involving others for their input and ideas
- Focusing on the problem, behavior, not on the person
- Enhancing self-esteem of others
- Listening and controlling your negative emotions

Textbook: Training materials will be handed out in the class.