

INTERPERSONAL COMMUNICATION

1 DAY

This course is about interpersonal communication styles and techniques. Learn how to effectively ask and answer questions, how to use nonverbal communication, to give feedback and to do so while empowering employees. Learn how to communicate with individuals who are in different positions in an organization, these individuals range from peers, supervisors, subordinates and customers/vendors. Some of the various course activities which will be studied are the promoting of ideas, handling negotiations and dealing with human resource issues. Learn to identify the culture within an organization and engage in discussions on how communication can perpetuate a culture, define the cultural network, and explore the ways which can be employed to take advantage of a cultural network.

COURSE CONTENT

COMMUNICATION STYLES AND METHODS

- Communication Styles & Methods
- Communication Styles
- Verbal and Nonverbal Communication

FIRST IMPRESSION AND BUILDING RAPPORT

- The importance of first impression
- Communicating to build rapport
- Building positive relationships

BUILDING RELATIONSHIPS THROUGH FEEDBACK

- Importance of providing feedback
- Providing feedback

SUPERVISORS

- Understanding supervisor styles
- Handling human resource issues

COLLEAGUES AND SUBORDINATES

- Communicating with colleagues
- Communicating with subordinates

CUSTOMERS AND VENDORS

- Communicating with customers
- Communicating with vendors

ORGANIZATIONAL CULTURE

- Understanding organizational cultures
- Cultural networks
- Managing physical culture
- Managing emotional culture