

Communicate with Confidence®: Essentials of Interpersonal Skills

*In-House
Workshops*

*Licensing
Programs*

*Public
Workshops*

*Personal
Coaching*

*Written
Communication*

*Oral
Presentations*

*Interpersonal
Skills*

*Personal
Productivity*

*Course
Development*

Books

Audios

Videos

Multimedia

Software

This "build your own" 4- to 16-hour workshop provides an opportunity for participants to identify and practice communication and interpersonal skills that build rapport, cooperation, and loyalty among coworkers and customers. Depending upon your specific objectives and schedule, you can select any of the stand-alone modules for inclusion in your course.

Modules

Establishing a Track Record for Truth: Credibility As a Communicator
Conversing One on One: General Communication Principles
Giving and Receiving Instructions So That Nobody Feels Like a Fool
Listening Until You Really Hear
Resolving Conflict Without Punching Someone Out
Communicating Across Gender and Cultural Lines

Key Objectives

- Identify barriers to effective communication
- Organize and present ideas persuasively
- Gather information through effective questioning and listening techniques
- Offer and accept both positive and negative feedback so that it's usable
- Learn to give and receive instructions
- Resolve conflicts in negative situations and with negative people
- Communicate effectively across gender and cultural lines

Who Should Attend

Anyone who interacts with others on and off the job

Materials/Texts

Participants will receive a manual containing key principles and exercises to practice each concept. They will also receive the book *Communicate with Confidence®!: How to Say It Right the First Time and Every Time* (written by Dianna Booher and published by McGraw-Hill).

Class Size

15-20 participants