

## Communicate with Confidence®: Essentials of Interpersonal Skills

This "build-your-own" 8- 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: Personal Credibility As a Communicator  
Conversing One on One: General Communication Principles  
Giving and Receiving Instructions  
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 and information persuasively and confidently to influence others
- 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 clear, complete instructions
- Resolve conflicts in negative situations to maintain positive relationships
- Deal with difficult people using practical, proven techniques
- Communicate effectively across gender and cultural lines
- Build confidence, loyalty, and trust
- Gain cooperation from coworkers and customers

### 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). Job-aid cards are also included.

### Class Size

Up to 20 participants