

Effective Communication

"I am receiving terrific feedback from associates and customers as was stated in my original goals. This class has been, and will continue to be, a great asset for me. Thank you very much."

- Participant, Client in California



Overview:

Communicating successfully depends on effective use of communication strategies and behaviors. Words, facial and body movements, tone of voice, even clothing and situation, all form an intricate symbol system that must be quickly translated by those who want to communicate. This course explains and explores concepts of verbal and nonverbal expression including personal style, listening, relationship dynamics, self-esteem, conflict management, and cultural and gender communication differences.

Communicating is necessary. Knowing how to do it well is personally satisfying and professionally wise.

Topic Highlights:

- Describe a basic communications model.
- Identifying communication styles.
- Illustrate assertive communication techniques.
- Use effective feedback techniques.
- Demonstrate active listening.

Special Features:

This program is designed for your requirements and course materials will be custom written, with materials being produced and delivered specifically for your organization's systems and processes.