

Effective Communication Skills: Tools for Surviving and Thriving in Life

Course Description: Getting what you want, sharing information, listening to others and sending and receiving non-verbal cues effectively are all part of daily life. And, while everyone can benefit from doing these things well, some are more proficient than others – thereby potentially becoming more successful are.

In this program, based on the popular book *Effective Interpersonal Relationships*, participants explore the intricacies of effectively giving and getting information.

Learning Outcomes: At the end of this session and when applying concepts discussed and demonstrated, participants will be able to:

- More effectively build trust with others in the workplace
- Use the two-way communication model to better exchange information
- Develop strategies for improving verbal communication skills
- Communicate better non-verbally
- Enhance relationships through better listening
- Manage conflict
- Recognize how the changing workplace environment affects interpersonal communication

Learning Strategies: Small group discussion
Lecture
Brainstorming
Small group activities
Video

Who Should Attend? All employees

Course Duration: One or two (1- 2) day versions available (depending on depth of information desired)

Audience Size: Twenty-four (24)

Prerequisites: None