



Effective, clear communication is critical in all aspects of work

Interpersonal Communication Workshop Description

Overview

In a world of technologically superior communication methods and devices, *Interpersonal Communication* remains the key to success. Effective, clear communication is critical in all aspects of work. In this workshop, participants learn to use assertive communication techniques to deal with a myriad of situations.

Objectives

Upon completion of this workshop participants will be able to:

- Examine and overcome the barriers to effective communication.
- Be assertive.
- Deal with criticism.
- Resolve conflicts.
- Solve problems effectively.
- Deal with difficult people.

Learning Methods and Delivery

Interpersonal Communication utilizes the latest in adult learning methodology including role play, simulation of on-the-job experiences, assessment tools, as well as case studies.

Interpersonal Communication can be delivered by our facilitators or certified client facilitators.

Target Audience

All employees

Learning Time

8 Hours

Class Size

Typical class size 12 to 20



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