

Course duration

- 1 day

Course Benefits

- Learn about interpersonal communication styles and techniques.
- Learn communication styles and methods.
- Learn about verbal and nonverbal communication.
- Learn about the importance of first impressions.
- Learn to give feedback and empower employees.
- Learn to communicate with peers, supervisors, and subordinates.
- Learn to communicate with customers and vendors.
- Learn about interpersonal communication styles and techniques.

Course Outline

1. Communication styles and methods
 1. Communication styles
 2. Verbal and nonverbal communication
2. First impression and building rapport
 1. The importance of first impression
 2. Communicating to build rapport
 3. Building positive relationships
3. Building relationships through feedback
 1. Importance of providing feedback
 2. Providing feedback
4. Supervisors
 1. Understanding supervisor styles
 2. Handling human resource issues
5. Colleagues and subordinates
 1. Communicating with colleagues
 2. Communicating with subordinates
6. Customers and vendors
 1. Communicating with customers
 2. Communicating with vendors
7. Organizational culture
 1. Understanding organizational cultures
 2. Cultural networks
 3. Managing physical culture
 4. Managing emotional culture

Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.