Title: Advanced Interpersonal Communication

Delivery Method: Instructor-led Classroom Learning

Duration: 1.00 Day(s)
Overview:
In this course, students will learn how to develop effective communications skills that build positive interactions with others.

Outline:

Lesson 1: Communication styles and methods

Communication styles
Verbal and nonverbal communication

Lesson 2: First impression and building rapport

The importance of first impression
Communicating to build rapport
Building positive relationships

Lesson 3: Building relationships through feedback

Importance of providing feedback
Providing feedback

Lesson 4: Supervisors

Understanding supervisor styles
Handling human resource issues

Lesson 5: Colleagues and subordinates

Communicating with colleagues
Communicating with subordinates

Lesson 6: Customers and vendors

Communicating with customers
Communicating with vendors

Lesson 7: Organizational culture

Understanding organizational cultures
Cultural networks
Managing physical culture
Managing emotional culture