



Interpersonal Communication Skills

Bickering, cliques, aggression, and withdrawal rob your team of productivity. We help employees focus on collaborative solutions through active listening, assertive communication, conflict management, and flexibility in communication style.

Interpersonal Communication Skills focuses on the communication skills needed to achieve mutual understanding in the workplace. Through discussion, interactive exercises, and role-plays, participants in this two-day seminar learn techniques which will enhance their relationships with coworkers, managers, and customers.

Active listening and appropriate assertiveness are emphasized as the basis for communicating effectively. Participants also gain insight into their preferred communication styles and the communication styles of others.

Seminar Topics

- Understanding the range of communication styles
- Balancing asking and telling
- Practicing tools for active listening
- Practicing tools for getting your point across
- Exploring issues in sensitive communication situations:
 - Advocating a position
 - Giving and receiving negative feedback
 - Requesting action
- Avoiding trigger words and sources of misunderstanding
- Recognizing the impact on relationships of differing communication styles
- Gaining goodwill through positive tone
- Understanding the importance of nonverbal communication

To inquire about courses, please contact WD Communications with the information provided below.