

Effective Communication & Building Relationships in the Workplace

Miscommunication and opposing points of view are part of the workplace and part of life in general. This course covers the basics of human communication, including the art of listening, persuasive speaking, and an understanding of how relationships develop and are maintained. The course also offers an exciting, innovative and solution driven approach to the inevitable conflicts that arise at work and home.

This course is highly interactive, and includes a workbook, several personal assessments, and role plays for practice.

Audience

Anyone and everyone in your organization.

Course Format Options

Off the shelf, this course can be taught in a half-day, full one-day, or two-day course. We can also customize one for you.

Description

This course covers the ten principles of communication, below. Each section offers interactive discussion and relevant, practical information for communication effectiveness in the workplace and at home. This course includes personal assessments taken during the course in order for attendees to better understand their own communication competence and define personal areas for improvement.

The ten principles of effective communication and relationship building at work:

- Communication basics
- The lost art of listening
- Attitude, perception, self-concept and emotions
- Building and maintaining relationships at work and home
- Verbal communication and conversation conundrums
- Persuasion
- Nonverbal communication
- Group dynamics
- Conflict & conflict management

Civility Partners, LLC

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Learning Objectives

After attending this course, attendees will be able to:

- Identify and understand the contexts in which we regularly operate and communicate
- Explain the complexity of human communication processes and its effects on relationships
- Explore their own perceptions, beliefs, values, interpersonal communication abilities and conflict management style
- Assess their communication style and create an action plan for developing communication competence
- Function as a more effective team member and manager as a result of the information gained in this course

Takeaways

- A variety of personal communication assessments
- Effective communication workbook

Contact us to book your training at Catherine@CivilityPartners.com or at 619-454-4489.



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