

Interpersonal Communication



Techniques

Days: .5

Prerequisites: None.

Audience: This class is beneficial to everyone.

Description: Have you ever wondered why it seems so difficult to talk with some people and so easy to talk with others? Can you recall an occasion where you met someone for the first time and immediately liked that person? Something about the individual made you feel comfortable. A major goal of this workshop is to help participants understand the impact that their communication skills have on other people. They will also explore how improving these skills can make it easier for them to get along in the workplace, and in life.

Course Objectives: This workshop teaches participants to:

- Develop skills to ask questions that give you information you need to build relationships
- Learn what your non-verbal messages are telling others
- Develop skills to listen actively and empathetically to others
- Deal with situations assertively to handle difficult situations

OUTLINE:

I. COURSE OVERVIEW

- Students will spend the first part discussing what will take place during the workshop. Students will also have an opportunity to identify their personal learning objectives.

the role that empathy plays in communication along with frame of reference, reframing, and genuineness.

II. COMMUNICATION STYLES AND BODY LANGUAGE

- Participants will take an objective look at the advantages and disadvantages of direct and indirect communication dichotomies related to communication styles and the role that body language play in their communication.

IV. ASSERTIVENESS

- How we see ourselves has an impact on how interact with others. Through lecture, case studies, and discussion, this session will investigate ways that participants can improve their self-image, and thereby deal with difficult situations assertively and positively.

III. ASKING QUESTIONS, LISTENING SKILLS, AND ATTITUDE

- This session will examine questioning skills, including open questions, closed questions, and probing. They will also delve into