

Effective Interpersonal Communication for Business Professionals

Course Number:

0970125

Course Length:

1 day

Course Description

Overview:

To be successful in the workplace, you must be able to effectively communicate and cooperate with coworkers and external people.

Course Objectives:

In this course, you will use a variety of methods to communicate effectively with people in many different roles in an organization.

You will:

- Interact productively with others in the workplace on a day-to-day basis.
- Build positive relationships with diverse individuals.
- Consider organizational communication systems.
- Communicate with peers.
- Communicate with supervisors.
- Communicate with external people.
- Communicate during conflict and change.

Target Student:

The typical students of this course will be business professionals who want to enhance their communication skills to interact more effectively with superiors, colleagues, team members, customers, and vendors, and ultimately improve their overall job performance.

Prerequisites:

To ensure your success in this course, you should have some level of work experience in any of a variety of organizational settings.

Course Content

Lesson 1: Interacting with Others

Topic A: Understand the Communication Process

Topic B: Apply Core Communication Skills

Topic C: Observe Nonverbal Communication

Lesson 2: Building Positive Relationships

Topic A: Create Connection

Topic B: Adapt Appropriately to Different Communication Styles

Topic C: Accommodate Diversity

Lesson 3: Considering Organizational Communication Systems

Topic A: Analyze Organizational Culture

Topic B: Ensure Communication Flows Effectively

Lesson 4: Communicating with Peers

Topic A: Interact Effectively with Peers

Topic B: Work Productively in a Group

Topic C: Engage in Productive Meetings

Topic D: Lead a Team

Lesson 5: Communicating with Supervisors

Topic A: Communicate with Different Supervisor Styles

Topic B: Discuss Important Topics with Your Supervisor

Lesson 6: Communicating with External People

Topic A: Interact Effectively with Customers

Topic B: Work Productively with Vendors

Lesson 7: Communicating During Conflict and Change

Topic A: Communicate Through Conflict

Topic B: Communicate Through Change