

Interpersonal Skills Communication Skills and Active Listening

Program Overview

Interpersonal skills are primarily communication and listening skills. Often your *non-verbal* and verbal communications send mixed messages. If you are not a good listener you will create a negative impression in any one on one or group situation. This program is designed to help improve your communication and listening skills resulting in the interpersonal skills you need to be successful in your company and personal life.

We are experts in how adults learn. In addition to traditional classroom teaching methods, our program is highly interactive. It includes videos to reinforce the classroom materials plus experiential learning exercises and discussions.

Program Length

Full or half day programs are available.

Program Objectives

This program will help you with interpersonal skills by improving your communication and listening skills. You will learn how to define elements of effective communication and to uncover your communication style. The program will outline the barriers to effective communication and the common causes of miscommunication. You will learn important listening skills (a key to effective communication), how to focus on the needs of your audience, and how to avoid or resolve conflict. You will gain an appreciation of how these skills impact your success.

Program Content

1. Interpersonal Skills relationship to your Communication and Listening Skills
2. Barriers to Communication
3. Verbal and non-verbal communication
4. Effective Messaging
5. Active Listening
6. Avoid or resolve conflict
7. Putting it all together