



Communication Strategies

This two-day workshop is designed to help you improve your interactions with other people in your workplace or at home. This workshop gives participants the opportunity to improve the critical communication skills of listening, asking questions and being aware of nonverbal messages. This workshop can also help participants who are struggling to find that middle ground between being too aggressive and too passive, and how to counter the manipulative tactics of difficult people. Participants also learn more about the six elements of our communication with others that help us reveal appropriate information about ourselves, and get a handle on how to better manage ourselves for a professional image.

Workshop topics:

- Identify common communication problems that may be holding you back.
- Develop skills in asking questions that give you information you need
- Learn what your non-verbal messages are telling others
- Develop skills in listening actively and empathetically to others
- Learn how to firmly stand your ground and make your feelings heard
- Enhance your ability to handle difficult situations without being manipulated
- Be more aware of six critical elements of our communication with others.

Day 1

- Learning Objectives and Agenda
- Defining Good Communication
- Questioning Techniques
- Listening Techniques
- Six Elements of Our Communication with Others

Day 2

- Five Approaches to Interpersonal Relationships
- Assertiveness
- Persuading Others
- Personal Action Plan
- Evaluation

What's Included?

- Instruction by an expert facilitator
- Small interactive classes
- Specialized manual and course materials
- Personalized certificate of completion

TIME: 9am – 4pm. FEES: \$4,000.00 onsite up to 12 people. \$550.00 per person offsite, plus applicable taxes. *Prices and dates are subject to change.