

Effective Communication & Managing Conflict

Course Description:

Effective communication skills are essential for career success and personal achievement. These skills can lead to promotions and foster better working relationships with peers, management, and customers. If your path leads to leadership, effective communication and conflict management become critical skills to master.

Conflict is a natural part of any social group. The challenge lies in how to deal with it. Avoiding or ignoring conflict allows it to fester and grow, leading to resentment, withdrawal, and internal strife.

Course Objectives:

Effective communication encompasses more than just the words you use; it also involves various other skills such as non-verbal communication, understanding both your own emotions and those of the other person, engaged listening, assertive speaking, and conflict management.

In this course, participants will:

- Learn how to build rapport, trust, and credibility.
- Learn various communication styles and how to adapt to them.
- Develop the skills to positively influence others.
- Learn how to communicate with difficult people.
- Master active listening skills.
- Learn how to address conflict directly.
- Embrace conflict as an opportunity.

