

Effective Communication

Course Description:

Effective communication skills are essential for career success and personal achievement. These skills can lead to promotions, better working relationships with peers, management, and customers. If your path is towards leadership, effective communication and managing conflict are critical to master. Conflict is a normal part of any social group; the challenge is how to deal with it. Avoiding and ignoring conflict will fester and grow into resentment, withdrawal, and infighting.

Course Objectives:

Effective communication includes not just the way you use words but also covers several other skills such as non-verbal communication, the ability to understand your own emotions as well as those of the other person with whom you are communicating, engaged listening, the ability to speak assertively, and managing conflict.

In this course, participants will:

- Learn how to build rapport, trust, and credibility.
- Understand the 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 head-on.
- Embrace conflict as an opportunity.

