



Course Description:

Interpersonal Communication: Effective Workplace Communication

This is a highly interactive session that will provide participants with what they need to know and do to have effective communications in the workplace that will produce results. Participants explore self-awareness of communications and behavioral styles; gain a deeper understanding of communication skills needed for building strategic relationships and how to have real, impactful, authentic, meaningful communications.

Course Objectives:

- Learn how to recognize and adapt to differences in communication styles
- Discover how to minimize conflict and mistakes due to ineffective communications
- Understand how to recognize the reactions of self and others under tension, stress or fatigue
- Explore how employees can adapt their work style to meet the needs of the environment
- Reinforce the capability to match employee strengths and talents with organizational goals and objectives

Course Materials:

The DISC Assessment is recommended as a foundational tool creating a common language for understanding communication styles and behaviors in the workplace; and is particularly effective in creating self-awareness for building relationships in the workplace.