

Advanced Interpersonal Communication



Topic-Level Outline

Key Learning Objective:

Develop effective communications skills that build positive interactions with others.

Days: 1
Prerequisites: None

Communication styles and methods

Communication styles

- Identifying primary communication styles
- Identifying secondary communication styles

Verbal and nonverbal communication

- Using verbal communication
- Using nonverbal methods

First impressions and building rapport

The importance of first impressions

- Identifying elements of a first impression

Communicating to build rapport

- Building rapport
- Establishing credibility

Building positive relationships

- Asking questions

Building relationships through feedback

The importance of providing feedback

- Using paraphrasing

Providing feedback

- Providing positive feedback
- Providing constructive feedback

Supervisors

Understanding supervisor styles

- Handling ineffective supervisors
- Promoting an idea

Handling human resource issues

- Negotiating a raise
- Handling resignation

Colleagues and subordinates

Communicating with colleagues

- Responding to a colleague's idea

Communicating with subordinates

- Refusing a subordinate's request
- Handling dismissal

Customers and vendors

- Communicating with customers
 - Responding to complaints
- Communicating with vendors
 - Rejecting a vendor's proposal
 - Complaining to a vendor

Organizational culture

- Understanding organizational cultures
 - Adjusting to the culture
 - Discussing elements of organizational culture
 - Identifying organizational culture
- Cultural networks
 - Using cultural networks
 - Discussing roles in cultural networks
- Managing physical culture
 - Arranging meeting space
- Managing emotional culture
 - Using positive language
 - Encouraging initiative