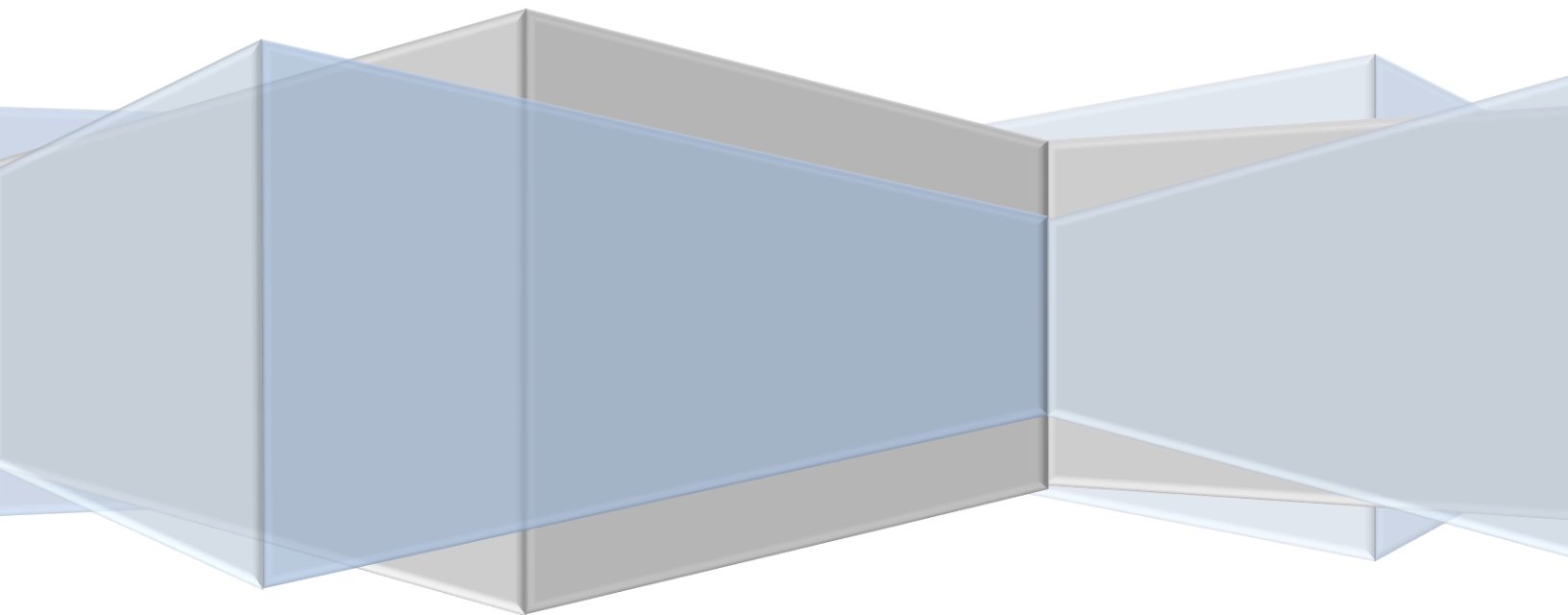




Communication Skills

A One-day Course



Communication Skills

A One-day Course

»Specific course duration (Half-day, One-day, Two-day, Three-day), content pieces, and exercises, are determined after consultation and are based upon the needs of the client group.

1. Welcome and Introduction

- A. Demands for flexible and well-trained employees in today's world
- B. Introductions
- C. Course Objectives

2. Social/Behavioral Styles

- A. Definition of different working styles
- B. Assertiveness and Responsiveness
 - The variables on continuum
 - The matrix and resulting quadrant social styles
- C. Style identification
- D. Personal style profiles
- E. Behavioral Style Individual Assessment
- F. Becoming versatile with your own style

3. Listening...the Master Communication Skill

- A. Definition of listening
 - Active Listening
 - Empathetic listening three categories of barriers to effective listening
- B. Clearing a path

4. Perceptions Impact Listening and Communication

- A. The perceptual process
- B. Perceptions and working/social styles overlap

5. Non-verbal Communication

- A. Definition and impact
- B. Putting it all together

6. Summary and Conclusion

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The following is a baseline price range. Fees vary depending upon extent of customization, and number and experience level of trainers/facilitators involved in the intervention. Preferred client and volume discounts are available. Not-for-profit agencies also may receive a rate reduction.

One-day workshop	\$3,000 – 5,500
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Travel expenses billed separately