

# EFFECTIVE COMMUNICATIONS

**SEMINAR OBJECTIVES:** Improve communication skills by expressing ideas completely and effectively to leverage conversational dynamics for positive results.

## SEMINAR SUBJECTS:

<b>Essential elements of Interpersonal Communication</b>
Objective Sender Message Receiver
<b>Identifying the components of the communications process</b>
Encoding Decoding Context Feedback
<b>5 styles communication and their consequences</b>
Understand how to blend and communicate with different styles Understanding effective body language and appropriate word choice Discuss the barriers to the effective interpersonal communication
<b>Dynamic Listening</b>
Asking questions to expand knowledge and understanding Separating message content from emotional feeling Utilizing empathy to defuse emotionally charge situations
<b>Conflict Resolution</b>
Differentiating conflict from disagreement Rules for resolving conflict The 5-step resolution process Conflict resolution mistakes to avoid

Seminar Duration – 1 day  
Minimum Attendance - 5  
Cost - \$1,200