

## Interpersonal Communication Skills

*Are you confident in your conversational listening skills?*

*How do others perceive your communication style?*

*Do you know how to defuse touchy situations in order to create solutions?*

The way people interact and communicate in the workplace has proven to be a key contributor to individual job satisfaction and team productivity. This workshop offers all who interact with others the opportunity to assess and develop the effectiveness of their interactions. Participants learn to recognize multiple patterns of communication, identify their style preference and then practice interacting with those who differ in their preferred communication style. This workshop then moves beyond personal interaction styles to assist the participant in discovering the true meaning of the spoken word and the personal barriers often put in place which filters out the complete meaning of the message.

### RESULTS

Participants will be able to:

- ❖ Recognize the role perception plays in communication
- ❖ Create interpersonal connections utilizing the DiSC® instrument
- ❖ Demonstrate four steps to effective listening
- ❖ Utilize questioning skills to obtain information
- ❖ Create positive relationships with a solution focus by handling tough and touchy situations in ways that defuse tensions

*All courses can be customized for each group's specific needs.*