

# Interpersonal Communication

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## Course Overview

Participants learn how to ask and answer questions, use nonverbal communication, give feedback, and empower employees. Participants also learn how to communicate with individuals who hold different positions in an organization, such as peers, supervisors, subordinates, and customers/vendors. Course activities also cover promoting ideas, handling negotiations, and dealing with human resource issues.

## Learning Objectives

At the conclusion of this course, participants will be able to:

- Identify the elements that influence first impressions, build rapport and establish credibility with others, and build positive relationships.
- Use paraphrasing effectively and provide positive and constructive feedback in a business setting.
- Identify the types of ineffective supervisors and use different techniques to deal with them, and identify the steps necessary to prepare for negotiating a raise and to resign a job.
- Identify the guidelines for communicating with colleagues, take appropriate steps to apologize to a subordinate, and use appropriate tactics to refuse a subordinate's request.

## Outline

- Communication styles and methods
  - Communication styles
  - Verbal and nonverbal communication
- First impression and building rapport
  - The importance of first impression
  - Communicating to build rapport
  - Building positive relationships
- Building relationships through feedback
  - Importance of providing feedback
  - Providing feedback
- Supervisors
  - Understanding supervisor styles
  - Handling human resource issues
- Colleagues and subordinates
  - Communicating with colleagues
  - Communicating with subordinates