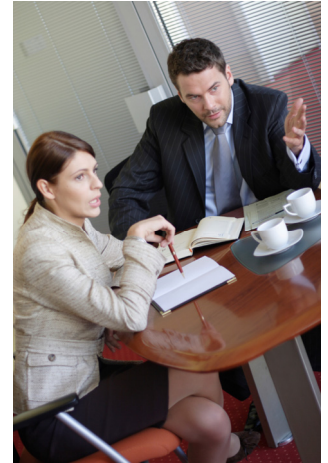


Course Description

Productive Conversations AMS287

Overview

This seminar introduces participants to aspects of communication that can advance their ability to create understanding between people and enhance collaboration in the workplace. The information and exercises in the program are designed to provide principles and techniques to improve the clarity and effectiveness of their communication. This highly interactive session uses a variety of learning methods including exercises and creative activities, discussion, lectures and a self assessment survey. Participants will develop knowledge of listening and communication skills which can be used to make them more effective in their daily work.



Learning Objectives

In this course, participants will learn how to:

- Understand the communication process
- Recognize the impact of personal style on workplace communication
- Identify and practice skills necessary to listen well
- Reduce barriers to communication
- Appreciate the role of non-verbal behaviors as part of communication
- Choose and apply effective questioning techniques
- Plan for improved communication at work

Format

The format of the course is highly interactive and how-to oriented. Discussion of concepts and principles is coordinated with exercises.

Delivery Options

Duration

One day

Who Should Attend

Anyone who wants to become a more effective communicator.