

# Advanced Interpersonal Communications

**Instructor:**

**Format:** Face to face workshop

**Duration:** One day

**Prerequisite Knowledge:** N/A

## Course Outline

- Lesson 1: Communication styles and methods
  - Communication styles
  - Verbal and nonverbal communication
- Lesson 2: First impression and building rapport
  - The importance of first impression
  - Communicating to build rapport
  - Building positive relationships
- Lesson 3: Building relationships through feedback
  - Importance of providing feedback
  - Providing feedback
- Lesson 4: Supervisors
  - Understanding supervisor styles
  - Handling human resource issues
- Lesson 5: Colleagues and subordinates
  - Communicating with colleagues
  - Communicating with subordinates
- Lesson 6: Customers and vendors
  - Communicating with customer
  - Communicating with vendors
- Lesson 7: Organizational culture
  - Understanding organizational cultures
  - Cultural networks
  - Managing physical culture
  - Managing emotional culture

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