

# Interpersonal Effectiveness & Communication Skills

ChangeWorks  
Inc.



As your organization experiences heightened competitive pressures, technological advances, and changing demands from your customers and from your employees, communication must get better, faster, clearer, and more effectively understood. This workshop concentrates on the foundations of communication and interpersonal effectiveness.

## Upon completion of this workshop, participants will be able to:

- ❖ Apply the "Communication Wheel" model to describe effective and ineffective communication
- ❖ Understand and appreciate the strengths of their own style of communication
- ❖ "Flex" their communication style to more effectively interact with, communicate with, and work with other people
- ❖ Communicate problems so that people do not feel blamed or attacked
- ❖ Reject ideas of other people without rejecting the person
- ❖ Ask for what they need in a way that increases the probability of getting it
- ❖ Prepare for and conduct a confrontation (or "carefrontation")
- ❖ Prepare for and conduct productive conversations. Learn to influence others effectively and be appropriately open to being influenced

This skill-building workshop will give participants tools to use immediately. The workshop includes highly interactive group participation, concept briefings, skill-building practice, and application of proven tools and techniques to real issues and concerns.

*This workshop is available in several formats.*



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