

## **Course Objectives**

- Identify why interpersonal skills are required in a business environment.
- Describe the four communication styles and identify when each is used.
- Identify the importance of effective listening in a business environment.
- Describe the importance of leadership and supporting a vision for the organization.
- Describe conflict resolution techniques that can be used in a business.

## **Topics Discussed**

### **Section 1**

- Interpersonal Skills
- Communication Process
- Effective Communication
- Communication Styles
- Small Talk or Shop Talk
- Control Talk
- Fight Talk
- Spite Talk
- Search Talk
- Aware Talk

### **Section 2**

- Effective Communication Characteristics
- How You Verbally Communicate
- Types of Business Language
- Effective Listening
- Leadership
- Vision Scope
- Assessing the Organization
- Empowering Employees
- The Power of Leaders
- Conflict
- Empathy
- Influence
- Building Relationships
- Negotiations