

Department of Corporate Training

Interpersonal Communication Skills

This training class is designed to help supervisors improve their verbal and non-verbal communications which will ultimately lead to improved performance and productivity.

- Communication Styles
 - Direct
 - Spirited
 - Considerate
 - Systematic
- Verbal Communication
 - Assertive
 - Passive
 - Aggressive
 - Passive-Aggressive
- Nonverbal Communication
 - Body Language
 - Voice Tone
 - Image
- Listen with Intent
 - Identify Facts
 - Identify Emotions
 - Provide Feedback
- Types of Questions
 - Open
 - Closed
- When to Question
 - Clarify Facts
 - Clarify Feelings
 - Expand
 - Direct

Learning Outcomes:

At the end of this class, attendees will be aware of their communication style and how to speak and listen more effectively. They will also learn how to use questions to secure information to achieve their goals.

About the Instructor:

The instructor has over twenty-five years background in the training and consulting industry, and has designed and delivered over 20 training courses. She holds a Master's degree in the Behavioral Sciences and has served on the adjunct faculties of universities in Michigan as well as Florida. She has managed a consulting firm since 1985 that has helped both large and small companies improve performance leading to increased productivity and profitability.

Please call for Dates and Cost.

NOTICE OF NON-DISCRIMINATION

Florida SouthWestern State College is committed to providing an educational and working environment free from discrimination and harassment. All programs, activities, employment and facilities of Florida SouthWestern State College are available to all on a non-discriminatory basis, without regard to race, sex, age, color, religion, national origin, ethnicity, disability, sexual orientation, marital status, genetic information or veteran's status. The College is an equal access/equal opportunity institution. Questions pertaining to educational equity, equal access or equal opportunity should be addressed to the College's Equity Officer.

The College's Equity Officer/ADA and Title IX Coordinator is:

Director, Human Resources
Royal Palm Hall, N-120 - Lee Campus
8099 College Parkway SW
Fort Myers, FL 33919
(239) 489-9293