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# ADVANCED INTERPERSONAL COMMUNICATION

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## PM08.55

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This course teaches students about interpersonal communication styles and techniques through interactive exercises. Students learn how to use communications techniques (e.g. negotiation, nonverbal communication, feedback) effectively to communicate with individuals who hold different positions in an organization; including peers, supervisors, subordinates, and customers/vendors. Promoting ideas, handling negotiations, and dealing with human resource issues are also covered along with identifying an organization's culture and exploring ways to take advantage of a cultural network.

### PREREQUISITES

- None

### LEARNING OBJECTIVES

- Identify the elements that influence first impressions, build rapport and establish credibility with others
- Build positive relationships.
- Provide positive and constructive feedback in a business setting.
- Identify supervisor types and different techniques to deal with them
- Steps necessary to prepare for negotiating a raise and to resign a job.
- Identify the guidelines for communicating with colleagues
- Appropriate steps to apologize to a subordinate and tactics to refuse a subordinate's request.
- Respond to customer's complaints
- Identify a proper way to reject a vendor's contract without rejecting the vendor.
- Determine the nature of an organization's culture and roles in a cultural network
- Use the cultural network to your advantage and the elements that affect interpersonal communication
- Identify the ways in which managers can build a positive culture.

### WHO SHOULD ATTEND

- Any individuals interested in learning effective communication techniques in a business environment

### COURSE OUTLINE

- Communication styles and methods
- First impressions and building rapport
- Building relationships through feedback
- Supervisors
- Colleagues and subordinates
- Customers and vendors
- Organizational culture

There are numerous exercises to reinforce the concepts taught in this class.

### CLASS LENGTH

- One day (8 PDUs)

