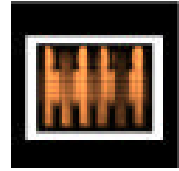


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Interpersonal communications @ work

Communication is an essential skill in the workplace. Communication impacts the trust and rapport you build with others; it also helps to avoid misunderstandings, improve productivity, and enhance your professional credibility.

Offered in either workshop or presentation format, this session presents strategies for communicating effectively in today's workplace ... available exclusively from The WorkTrust™ Training & Speaker's Bureau.

➤ TOPIC PREVIEW:

- Barriers to effective communication
- Barriers to effective communication
- Factors influencing communication outcomes, including basic etiquette practices, cultural and gender differences, styles of communicating, nonverbal cues, and active listening practices
- Communicating under pressure
- Communicating to persuade
- Communicating bad news

➤ TARGET AUDIENCE:

Those who wish to improve their interpersonal communication knowledge and skills at work.

➤ SESSION LENGTH:

- **Option One** - 1-day workshop
- **Option Two** - 1-hour presentation (suitable for meal or conference presentations) .