

## Interpersonal Communications

**Length:** 1 Day

**Summary:** In this course, students will learn how to develop effective interpersonal communications skills that build positive interactions with others.

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### COURSE CONTENT

#### 1: COMMUNICATION METHODS

- Identifying Communication Methods
- Verbal and Nonverbal Communication

#### 2: FIRST IMPRESSION AND BUILDING RAPPORT

- The Importance of First Impressions
- Identifying Elements of a First Impression
- Communicating to Build Rapport
- Active Listening
- Establishing Credibility
- Building Positive Relationships

#### 3: OBSTACLES TO COMMUNICATION

- Barriers
- Proxemics
- Filters
- Interpersonal Gap
- What Is the Interpersonal Gap?

#### 4: BUILDING RELATIONSHIPS THROUGH FEEDBACK

- The Importance of Providing Feedback
- Providing Positive Feedback
- Providing Constructive Feedback

#### 5: ORGANIZATIONAL CULTURE

- Understanding Organizational Cultures
- Adjusting to the Culture
- Discussing Elements of Organizational Culture
- Identifying Organizational Culture
- Managing Emotional Culture
- Using Positive Language