

Course Description

Communication and Listening Skills AMS207

Overview

This course is designed to introduce participants to the notion of communication and listening in the workplace with a special emphasis on the importance and impact that communication has on the organization. This highly interactive session includes a variety of learning methods including exercises and creative activities, role-plays, discussion, lectures, and a self-assessment survey. Participants will develop knowledge of listening and communication skills that can be used to make them more effective in their daily work.

After completion of this workshop, participants will be able to:

- Apply organizational communication including verbal and non-verbal concepts
- Enhance communication styles, benefits and blind spots
- Evaluate communication outcomes and how to use communication to improve performance
- Give and receive feedback
- Explore listening skills important for success
- Combine listening, speaking, and writing skills to become a truly great communicator

Format

This course is highly interactive and adaptive to participant's interests and needs. A discussion approach is used and is accompanied by individual and team exercises. The coverage is practical but intense and designed to impart usable skills for each participant.

Delivery Options

Duration

1 Day

Who Should Attend

Any professional with the desire to communicate and listen more effectively would benefit by taking this course.

