

The Need

Why is interpersonal communication important? Personal success depends on our ability to communicate. Effective human relations depend on our communication skills. Overall, interpersonal communication skills are necessary for understanding and for action. This workshop explores interpersonal skills and techniques necessary for successful interactions.

The Best Audiences for this Workshop

All levels of staff

The Objectives of this Workshop

1. Assess your own level of interpersonal communication
2. Learn the characteristics of effective communication
3. Explore the importance of listening and using whole messages

The Workshop Agenda

- I. Communication Assessment
- II. Three Types of Non-Communication
- III. Five Characteristics of Effective Communication
- IV. Listening: An Important Skill
- V. Understanding Whole Messages