

Effective Communication in the Workplace

Course Description:

Although we have entered the age of unprecedented access to information and communication through changes in technology, effective communication in the workplace continues to be one of the greatest challenges voiced by management and employees alike.

Competency in communication skills affect every aspect of our lives, from business to work to our personal interactions and relationships. Developing and using effective communication skills take practice, and understanding the communication process is crucial to improving our personal communication skills and to the building of effective communication habits.

Learning Objectives:

Upon completion of this workshop, participants will:

- Understand the impact that communication (positive or negative) has in the workplace;
- Understand different paradigms in communication as it relates to the workplace;
- Understand the principles of effective communication;
- Explore interpersonal communication and its applications;
- Explore the impact of conflict in communication, and how to resolve it;
- Develop strategies for giving and receiving feedback, and
- Identify personal goals for enhanced communication.

Who Will Benefit:

All persons within an organization would benefit from this course. However, the course is specifically designed for new managers/leaders who wish to enhance their capabilities to better communicate with, coach, discipline and motivate their employees to succeed.

Experienced persons who perform managerial or leadership roles within an organization would benefit from this course either as new information or as a refresher.

Content:

The course emphasizes participant involvement using a combination of lecture, discussion, casework and exercises to support and reinforce personal learning.

Topics covered include:

- Communication in the workplace
 - Strategies used
 - Strengths and weaknesses
 - Organizational concerns
 - Individual concerns

Cancellation Policy

An administration fee will be charged for cancellations less than 14 days prior to the course date. Substitutions will be permitted at any time. Course transfers may be made without penalty. The BRC reserves the right to cancel any seminar and will, in such event, fully refund all registration fees. No liability is assumed by the organizers for changes in seminar dates, content, speakers or venue.

- The Communication Process
 - The 7-steps
 - The elements to sending and receiving a message
- A Communication Paradigm for the Workplace
- Five Principles of Effective Communication
- Barriers to Communication
- 6 tips for overcoming the most common supervisor-employee communication barriers
- Communication Styles – Passive, Aggressive, Assertive
- Critical strategies of effective communication
- The impact of conflict in communication and how to resolve it
- Strategies for persuasion and negotiation in communication
- Strategies for giving and receiving feedback
- Personal reflection and identification of goals
- Next steps to improve your communication in the work place.

Complimentary Courses:

This course is part of The BRC's "Level I" series of management development courses, and provides a solid foundation for managers wishing to enhance their performance skills. Additional extension courses within Level I include:

- How to Succeed as a Manager
- Taking Control of Time and Priorities
- Dealing With People (Difficult or Otherwise)

Location:

- On-Site

Duration:

- 1 Day

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