

# Interpersonal Communication

**1 day**

## **Description**

This ILT Series course teaches students about interpersonal communication styles and techniques. Students learn how to ask and answer questions, use nonverbal communication, give feedback, and empower employees. Students also learn how to communicate with individuals who hold different positions in an organization, such as peers, supervisors, subordinates, and customers/vendors. Course activities also cover promoting ideas, handling negotiations, and dealing with human resource issues. Students identify an organization's culture, discuss how communication can perpetuate a culture, define a cultural network, and explore ways to take advantage of a cultural network.

## **Prerequisites**

- *None*

## **Course Outline**

### ***Unit 1: Communication styles and methods***

Topic A: Communication styles

Topic B: Verbal and nonverbal communication

### ***Unit 2: First impression and building rapport***

Topic A: The importance of first impression

Topic B: Communicating to build rapport

Topic C: Building positive relationships

### ***Unit 3: Building relationships through feedback***

Topic A: Importance of providing feedback

Topic B: Providing feedback

### ***Unit 4: Supervisors***

Topic A: Understanding supervisor styles

Topic B: Handling human resource issues

### ***Unit 5: Colleagues and subordinates***

Topic A: Communicating with colleagues

Topic B: Communicating with subordinates

### ***Unit 6: Customers and vendors***

Topic A: Communicating with customers

Topic B: Communicating with vendors

### ***Unit 7: Organizational culture***

Topic A: Understanding organizational cultures

Topic B: Cultural networks

Topic C: Managing physical culture

Topic D: Managing emotional culture