

5.0 INTERPERSONAL EFFECTIVENESS

OBJECTIVES

- a. Define personal communication filters and filters of choice.
- b. Learn basic communication theory and apply a practical communication model.
- c. Define active listening and use active listening during practice and real application.
- d. Communicate using "I-messages."
- e. Understand and utilize 3 types of feedback.
- f. Describe characteristics of useful feedback and the rules of engagement when giving or receiving feedback.
- g. Recite the 4 conflict positions and their significance and recognize the steps to conflict resolution.
- h. Practice and apply the four step approach to more effective communication.

DELIVERY OPTIONS

** Delivered in one and two day workshops. Ideal for teams and natural work groups to attend...*