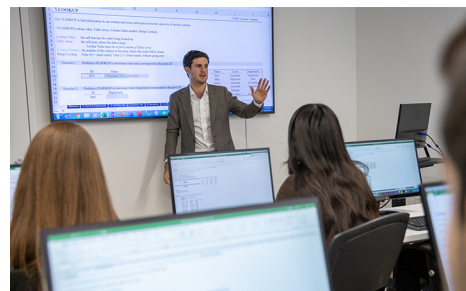


Effective Communication

Master the art of effective communication to deliver your message more clearly and effectively. Understand the communication process, learn the influence of body language, and use different communication styles to adapt as needed.

Group classes in NYC and on-site training is available for this course.

For more information, email nyc@careercenters.com or visit: careercenters.com/courses/effective-communication



nyc@careercenters.com • [212-684-5151](tel:212-684-5151)

Course Outline

I. The communication process

From message composition to delivery, gain awareness of what can impact the meaning of the intended message.

II. Communication barriers

With expanded knowledge participants can prepare for and overcome the blocks they may face in interactions.

III. Body language and tone have a tremendous impact on message delivery

Participants focus on how to control body language, be congruent with the intended message, and interpret the signals of others.

IV. Active listening, questioning and clarification

Participants gain techniques and practice hearing and summarizing what others say to improve accuracy, retention and relationships.

V. Communication styles in the workplace are explained

(David Merrill – amiable, expressive, analytical and driver). Participants complete a brief assessment to determine their personal style and discover how to be versatile and adapt their style to enhance communication with others.

VI. Generational differences in communication could potentially exist

Possible communication preferences of the different generations are discussed so participants can communicate in the mode others show is their preference.