



# Advanced Interpersonal Communication Skills

Course Duration: 2 Days

Course ID: 12332

## Course Overview

This dynamic one-day instructor-led Advanced Interpersonal Communication Training course includes advanced communication skills, such as identifying communication styles and communicating verbally and non-verbally. You will also learn to identify the components of a first impression, as well as how to build rapport and boost your positive relationships.

Further, you will learn to utilize paraphrasing, provide positive and constructive feedback and present ideas and negotiations to business colleagues. This course will also focus on identifying and communicating within the organizational culture.

NOTE: This course is offered for private groups only.

## Prerequisites

To ensure your success, we recommend you first attend the following course, or have equivalent knowledge:

- Communication for Results

## Course Objectives

Upon successful completion of the Advanced Interpersonal Communication Training course, you will be able to:

- Give good first impressions, build rapport, and build positive relationships.
- Build relationships through feedback.
- Practice and use assertiveness skills in different situations.
- Improve organizational communications.
- Enhance your communication with customers and vendors.
- Learn the ability to influence different personalities.



## Contact Us



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## Connect With Us





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## Course Outline

### Module 1: Communication Styles and Methods

- Communication Styles
- Communication Styles: Primary
- Communication Styles: Secondary
- Verbal and Nonverbal Communication
- Using Verbal Communication
- Using Nonverbal Methods

### Module 2: First Impression and Building Rapport

- The Importance of First Impression
- Identifying Elements of First Impression
- Communicating to Build Rapport
- Building Rapport
- Establishing Credibility
- Building Positive Relationships
- Asking Questions

### Module 3: Building Relationships through Feedback

- Importance of Providing Feedback
- Using Paraphrasing
- Providing Feedback
- Providing Positive Feedback
- Providing Constructive Feedback

### Module 4: Managers and Directors

- Understanding your Manager's Styles
- Handling Ineffective Managers
- Promoting an Idea
- Handling Human Resource Issues
- Negotiating a Raise
- Handling Resignation



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## Module 5: Colleagues and Subordinates

- Communicating With Colleagues
- Responding to a Colleague's Idea
- Communicating With Subordinates
- Refusing a Subordinate's Request
- Handling Dismissal

## Module 6: Customers and Vendors

- Communicating With Customers
- Responding to Complaints
- Communicating With Vendors
- Rejecting a Vendor's Proposal
- Complaining to a Vendor

## Module 7: Organizational Culture

- Understanding Organizational Cultures
- Socializing to the Culture
- Organizational Culture Elements
- Identifying Organizational Culture
- Cultural Networks
- Using Cultural Networks
- Roles in Cultural Networks
- Managing Physical Culture
- Arranging Meeting Space
- Managing Emotional Culture
- Using Positive Language
- Encouraging Initiative