



RELATIONAL LEADERSHIP: customer service

EFFECTIVE INTERPERSONAL COMMUNICATION

Communicating effectively is critical to the success of any organization. Effective Interpersonal Communication identifies how to communicate appropriately with others and defines formal and informal channels of communication. In addition, participants learn positive communication techniques, how to recognize limitations to communication channels, how to decode nonverbal communication, and the art of active listening.

Objectives:

By the end of this workshop, participants will be able to:

- Understand the elements of effective communication
- Recognize barriers to effective communication
- Apply active listening skills to real work situations

