

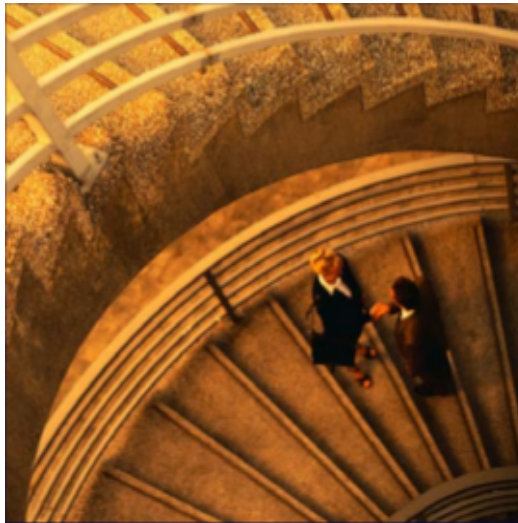


Effective Communication Processes

Objectives:

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

- Define what makes communication effective
- Understand the elements of the communication process
- Recognize barriers to effective communication
- Differentiate supportive from non-supportive communication
- Apply active listening skills to real work situations



Summary

Realistically, none of us can afford poor communication. Yet, day after day, year after year, this continues to be a challenge. This session identifies barriers to good communication, defines formal and informal channels of communication, and teaches the importance of good listening.

In **Effective Communication Processes**, you will learn skills to help your communication become more effective through positive communication techniques, recognize limitations to our communication channels, and decode nonverbal communication.