



## 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. In *Effective Communication Processes*, front-line personnel will learn skills to help your communication be more effective through positive communication techniques, recognize limitations to our communication channels, and decode nonverbal communication. In addition, participants will learn the art of active listening.

This course includes opportunities to discuss application of effective communication in the workplace.