

Communication Success in Today's World: Dealing with People... Including Difficult Ones

Objectives

Build critical communication and interpersonal skills that can be used in any professional situation. More specifically, **do you remember a time** when you were feeling upset by a colleague's behavior? You could see the problem and did not know how to resolve it? You were frustrated and did not know what to say or do? This one-day seminar allows you to deal more effectively with all types of people including: your boss, colleagues and people outside your organization. Gain the communication techniques to make you more successful by avoiding conflict spirals and wasted energy.

Learn how to:

- **Identify and understand** the communication approaches of the people in your life
- **Use proven steps** to decode people's defensive behavior and the available options to communicate with them
- **Establish** rapport
- **Positively** influence the behavior of others
- **Improve** your self-awareness for communicating in all situations

Leave with the touchstone manual, *Communication Success in Today's World*. This reference manual includes key models and guidelines.

Who Should Attend this One-Day Seminar?

Employees who need to communicate with a variety of people and handle their requests. This session is suitable for anyone who wants to build the communication skills that enable them to avoid the conflicts and inefficiencies that come with miscommunication.

150 Queen Elizabeth Drive Ottawa ON Canada K2P 1E7
tel: +613.230.4692 email: info@hmci.ca www.hmci.ca