



Art of Effective Communication

Course objectives

Successful completion of this course will increase your knowledge and ability to:

- ✓ Establish a working definition of communication
- ✓ Review communication models and their key elements
- ✓ Apply personality assessments to develop effective communication skills
- ✓ Investigate different styles for communicating and aspects each employs
- ✓ Establish how tolerance for disagreement affects effective communication
- ✓ Devise strategies to avoid unnecessary conflict
- ✓ Identify common communication filters and their potential impact
- ✓ Analyze how authority shapes communication
- ✓ Adopt tools for effective communication
- ✓ Develop a personal communication action plan