



Art of Influencing Others

Course objectives

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

- ✓ Build rapport and develop genuine relationships
- ✓ Improve communication skills, including verbal and nonverbal messages, to be more effective with others
- ✓ Recognize common barriers to communication
- ✓ Understand and use communication styles to tailor your communications
- ✓ Resolve conflicts