

# **ADVANCED INTERPERSONAL COMMUNICATIONS**

**DAYS OF TRAINING:** 1

**PREREQUISITES:** None.

## **COMMUNICATION STYLES AND METHODS**

Communication styles

- Identifying primary communication styles

- Identifying secondary communication styles

Verbal and nonverbal communication

- Using verbal communication

- Using nonverbal methods

## **FIRST IMPRESSIONS AND BUILDING RAPPORT**

The importance of first impressions

- Identifying elements of a first impression

Communicating to build rapport

- Building rapport

- Establishing credibility

Building positive relationships

- Asking questions

## **BUILDING RELATIONSHIPS THROUGH FEEDBACK**

The importance of providing feedback

- Using paraphrasing

Providing feedback

- Providing positive feedback

- Providing constructive feedback

## **SUPERVISORS**

Understanding supervisor styles

- Handling ineffective supervisors

- Promoting an idea

Handling human resource issues

- Negotiating a raise

- Handling resignation

## **COLLEAGUES AND SUBORDINATES**

Communicating with colleagues

- Responding to a colleague's idea

Communicating with subordinates

- Refusing a subordinate's request

- Handling dismissal

## **CUSTOMERS AND VENDORS**

Communicating with customers

- Responding to complaints

Communicating with vendors

- Rejecting a vendor's proposal

- Complaining to a vendor

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## **ORGANIZATIONAL CULTURE**

Understanding organizational cultures

- Adjusting to the culture

- Discussing elements of organizational culture

- Identifying organizational culture

Cultural networks

- Using cultural networks

- Discussing roles in cultural networks

Managing physical culture

- Arranging meeting space

Managing emotional culture

- Using positive language

- Encouraging initiative