

Advanced Interpersonal Communication

Description:

This ILT Series course teaches students about interpersonal communication styles and techniques. Students learn how to ask and answer questions, use nonverbal communication, give feedback, and empower employees. Students also learn how to communicate with individuals who hold different positions in an organization, such as peers, supervisors, subordinates, and customers/vendors. Course activities also cover promoting ideas, handling negotiations, and dealing with human resource issues. Students identify an organization's culture, discuss how communication can perpetuate a culture, define a cultural network, and explore ways to take advantage of a cultural network. The manual is designed for quick scanning in the classroom and filled with interactive exercises that help ensure student success.

Table Of Contents:

Unit 1: Communication styles and methods

Topic A: Communication styles

Topic B: Verbal and nonverbal communication

Unit 2: First impression and building rapport

Topic A: The importance of first impression

Topic B: Communicating to build rapport

Topic C: Building positive relationships

Unit 3: Building relationships through feedback

Topic A: Importance of providing feedback

Topic B: Providing feedback

Unit 4: Supervisors

Topic A: Understanding supervisor styles

Topic B: Handling human resource issues

Unit 5: Colleagues and subordinates

Topic A: Communicating with colleagues

Topic B: Communicating with subordinates

Unit 6: Customers and vendors

Topic A: Communicating with customers

Topic B: Communicating with vendors

Unit 7: Organizational culture

Topic A: Understanding organizational cultures

Topic B: Cultural networks

Topic C: Managing physical culture

Topic D: Managing emotional culture