Developing Effective Work Relationships

Introduction

How do you choose between a face-to-face conversation and texting someone? What would happen if you had to decide between texting and calling? Much is dependent on the circumstance and the other party. Or does it? We have an abundance of communication choices at our disposal. With so many available options, making the right choice is not always easy, and not necessarily the one most favored. Adding on, we know that interpersonal communication is about relationships. As such, interpersonal competence is crucial to equip oneself with the ability to use appropriate communication to build and maintain an effective relationship.

This course is able develop interpersonal relationship and communication skills.

Key Learning Outcomes

By the end of the course, participants should be able to:

- Define interpersonal communication, distinguishing it from other types of communication.
- Use a communication model to identify the essential elements and transactional nature of the interpersonal communication process.
- Explain the functions interpersonal communication serves.
- Describe the characteristics, core principles, and axioms of interpersonal communication.
- Provide examples of how digital media are reshaping interpersonal contacts.
- Develop a plan to improve interpersonal communicationState importance of interpersonal skill at workplace.
- Determine individual communication style.
- Use appropriate interpersonal communication tools to interact with different communication.

Duration

3 Days

Target Participants

Senior Leaders,Senior Managers, Managers, Senior Executives, Executives, Officers, Administrators, and staff members