

## ***Golden Opportunity, Inc. ®***



### **Effective Communications and Interpersonal Skills**



#### **THIS COURSE IS DESIGNED FOR:**

Individuals who need and want to ensure that they are maximizing their ability to communicate and work with others; minimizing conflict and disharmony.

#### **YOU WILL BE ABLE TO:**

- Learn communication styles and pitfalls
- Develop techniques for achieving effective communications
- Learn how to deal with difficult situations and people
- Improve assertiveness skills
- Develop effective listening techniques
- Learn influence and negotiation skills
- Better manage conflict

#### **COURSE TOPICS INCLUDE:**

- How to achieve effective communications
- Effective listening techniques
- Interpersonal skills and techniques
- Assertiveness Skills
- How to deal with difficult situations
- Confrontation guidelines
- Conflict Management
- Feedback

#### **LEARNING METHODS:**

Individual, small, and large group practical exercises; role-play sessions; video demonstrations; 360 discussions; individual coaching and feedback sessions.

