

# Building Better Relationships with Effective Communication

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The ability of the individuals within a company to communicate effectively has a direct bearing on the success of that organization. *Building Better Relationships with Effective Communication* will assist you in developing the skills necessary to communicate with greater flexibility, confidence and impact.

The art of successful communication is equally the responsibility of the sender and the receiver. Whether you are communicating with co-workers or clients, success in today's marketplace depends on both clear, concise speaking skills and effective listening skills. This course focuses on the reality that everyone communicates a little differently. It is the ability to perfect your own natural style as well as adapt to the styles of others that will ultimately become the basis of your success.

*"I'll pay more for a man's ability to express himself than for any other quality he might possess."*

*Charles Schwab*

## **You Will Learn To:**

- Identify the four styles of communication
- Tailor your messages to maximize communication with each style
- Select the most effective medium to convey your messages
- Use assertive versus passive or aggressive communication
- Practice various techniques to enhance your listening skills

## **You Will Benefit By:**

- Improving your relationships with others
- Improving your interpersonal communication skills, thus increasing your personal productivity
- Communicating more effectively in situations that are typically challenging for you
- Developing a personal action plan that fits your work environment