



Center
for
Lifelong
Learning

7373 Admiral Peary Highway Cresson, PA 16630

Phone: 814-886-6361
CLL@mtaloy.edu

Fax: 814-886-2978
www.mtaloy.edu

Interpersonal Communication Skills in the Workplace

Course objective: Develop and enhance communication skills using listening techniques, conversation, and nonverbal strategies.

Your company benefits when:

- ◆ Managers have the necessary skills to communicate effectively with others

Interpersonal Communication Skills in the Workplace is designed to help employees build and enhance their communication skills – active listening, giving and receiving criticism, dealing with different personality types, and nonverbal communication. It explains basic communication theory as it applies to the workplace, and offers “real-life” scenarios that demonstrate the use of effective interpersonal communication.

Participants will learn how to:

- ◆ Identify personal barriers to effective communication and develop strategies to overcome them
- ◆ Give and receive workplace criticism constructively
- ◆ Use body language techniques to reinforce the meaning of what they say
- ◆ Understand and communicate more effectively with different types of people

Instructors: All instructors meet the College’s instructor evaluation process.