

"Many people have the ambition to succeed; they may even have a special aptitude for their job. And yet they do not move ahead. Why? Perhaps they think that since they can master the job, there is no need to master themselves." - John Stevenson

Interpersonal Business Communication

A skill development program focused on improving interpersonal communication between *CO-workers, teams and managers.*



Program Overview

This workshop takes a serious look at how to avoid the most common communication blunders that lead to undesirable outcomes. It includes:

- Face-to-face interactions
- Telephone situations,
- Email etiquette,
- Using body language,
- Communicating with other cultures.

It covers the key business communication strategies for interacting with individuals at all levels within an organization (peers, supervisor, direct reports and other stakeholders). The dynamic format combines in-depth lectures, extensive participant interactions and small-group discussions.

For more information visit:

www.gaski.com/perform

or call: (905) 752-0366

Seating is limited - register early.

Main Topics

- Principles of effective business communication,
- Active listening and feedback,
- Asking precise questions,
- Verbal and non-verbal communication,
- Business communication in email,
- Communication and culture.

Learning Outcomes

- Recognize their communication style and its impact on others,
- Apply verbal and non-verbal strategies to enhance interactions,
- Understand how to effectively listen when communicating,
- Apply precise questioning to clarify communication,
- Utilize the principles of effective email communication.

This workshop qualifies for
**continuing education credits/hours or
professional development units/hours.**

For more details visit www.gaski.com.