

# Advanced Interpersonal Communication

## Course Length: 1 Day

**Prerequisites:** None.

**Course Objectives:** After completing this course, students will know how to:

- ◆ Identify the elements that influence first impressions, build rapport and establish credibility with others, and build positive relationships.
- ◆ Use paraphrasing effectively and provide positive and constructive feedback in a business setting.
- ◆ Identify the types of ineffective supervisors and use different techniques to deal with them, and identify the steps necessary to prepare for negotiating a raise and to resign a job.
- ◆ Identify the guidelines for communicating with colleagues, take appropriate steps to apologize to a subordinate, and use appropriate tactics to refuse a subordinate's request.
- ◆ Respond to customer's complaints and identify a proper way to reject a vendor's contract without rejecting the vendor.
- ◆ Determine the nature of an organization's culture, use the cultural network to your advantage and identify the characteristics of the roles exhibited in a cultural network, select the elements of physical culture that affect interpersonal communication, and identify the ways in which managers can build a positive culture.

## Course Content

### Unit 1: Communication styles and methods

Students will learn about the **four types of primary communication styles: collaborator, contributor, inquisitor and director**. They will also learn about the corresponding **secondary communication styles** for each of these types. Finally, they will learn about the **different verbal and non-verbal** modes of communication.

**Topic A:** Communication styles

**Topic B:** Verbal and nonverbal communication

### Unit 2: First impressions and building rapport

Students will learn about the **elements that influence a first impression**. They will learn about the **guidelines they should follow for building rapport and credibility** with others. Finally, they will learn about the **types of questions they should avoid asking** and about the **guidelines for asking questions**.

**Topic A:** The importance of first impressions

**Topic B:** Communicating to build rapport

**Topic C:** Building positive relationships

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*If you have any questions about this course, please call CompuTrain at (713) 349-9186.*

### **Unit 3: Building relationships through feedback**

Students will learn about **verbal and non-verbal forms of feedback** and about how to use **paraphrasing effectively**. Finally, they will learn about how to **provide positive and constructive feedback** in a business setting.

**Topic A:** The importance of providing feedback

**Topic B:** Providing feedback

### **Unit 4: Supervisors**

Students will learn about the **five types of ineffective supervisors: bullies, guilt trippers, blamers, dreamers and emotional volcanoes**. Then they will learn how to **interact with these types of supervisors**. Finally, they will learn the steps for **negotiating a raise** and **handling a job resignation**.

**Topic A:** Understanding supervisor styles

**Topic B:** Handling human resource issues

### **Unit 5: Colleagues and subordinates**

Students will learn the **guidelines for communicating with colleagues**. They will also learn how to **apologize to a subordinate**. Finally, they will learn appropriate tactics for **refusing a subordinate's request**.

**Topic A:** Communicating with colleagues

**Topic B:** Communicating with subordinates

### **Unit 6: Customers and vendors**

Students will learn about the **different ways of communicating with customers** and **responding to customer complaints**. They will also learn how to **reject a vendor's contract without rejecting the vendor** and how to **complain effectively to vendors**.

**Topic A:** Communicating with customers

**Topic B:** Communicating with vendors

### **Unit 7: Organizational culture**

Students will learn about the **elements of an organizational culture** and about the **characteristics of a positive organizational culture**. Next, they will learn about the **advantages and disadvantages of using cultural networks** to disseminate information and about the **roles exhibited in the cultural network**. Then they will learn about the **elements of a physical culture** and about **arranging meeting space** for small and large groups. Finally, students will learn about the **guidelines for creating a supportive culture** and about the steps involved in **empowering employees**.

**Topic A:** Understanding organizational cultures

**Topic B:** Cultural networks

**Topic C:** Managing physical culture

**Topic D:** Managing emotional culture

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