

Communication in the Workplace

Effective Communication for the Professional Environment



Communication in the professional environment is an intricate, complex process. Oftentimes, when people are asked what constitutes effective communication, people give ambiguous answers. Effective communication is vital for the proper functioning of a professional work environment. The key elements of communication in the workplace are:

- E-mail Communication
- Written Communication
- Interpersonal Communication
 - Verbal Communication
 - Nonverbal communication

Participants will learn to:

Master the three major steps of the writing process:

- Verbal Communication
- Written Communication
- Nonverbal Communication
- E-mail Communication

AVOIDING UNCERTAINTY: EFFECTIVE COMMUNICATION IN THE WORKPLACE

COST: \$450

TIME: 10:00 - 4:00

DATES:

| | |
|--------------------|-------------------|
| May 1, 2007 | October 26, 2007 |
| June 22, 2007 | November 16, 2007 |
| August 21, 2007 | December 18, 2007 |
| September 21, 2007 | |

Communication in the Workplace Course Outline

Verbal Communication

- Understand the difference between "hearing" and "listening";
- Define and use active and empathetic listening skills and strategies;
- Understand and implement the Five "C's" of communication;
- Understand and define:
 - The message
 - The signal
 - Feedback
 - Factors that influence feedback
 - Noise
 - Tone
 - Volume
 - Rate of speech
- Understand the influence of personality, self concept, and self image on verbal communication styles;
- Implement strategies for deciphering and managing feedback from others;
- Utilize strategies and skills for managing negative feedback; and
- Use strategies and skills for managing difficult, tense situations.

Nonverbal Communication

- Understand the components of nonverbal communication, including:
 - Proximity;
 - Gestures;
 - Body language;
 - Appearance and attire; and
 - Eye contact
- Utilize effective nonverbal communication strategies in relation to the key components of nonverbal communication.

Written Communication

- Understand how to effectively and professionally communicate in writing (documents and e-mail);

Communication in the Workplace Course Outline Continued:

- Implement prewriting strategies, such as:
 - Audience analysis;
 - Brainstorming;
 - Researching and gathering information;
 - Structuring and organizing ideas;
- Implement effective composition drafting techniques.

E-mail Communication

- Understand and exercise the elements of effective e-mail communication, including:
 - Requirements of an effective e-mail message;
 - What makes a professional e-mail;
 - When not to use e-mail communication;
 - Tone and e-mail; and
 - Netiquette.

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Gender Differences in Communication Course Outline

Gender Differences in Communication

- Gender Differences in Communication: A Review of the Research
- The Do's and Don'ts for Managers

Communication Tips for Men

- Ten Strategies for Men When Doing Business With Women
- Five Errors Men Make in Motivating Women in the Workplace and What to Do About It

Communication Tips for Women

- 10 Strategies for Women When Doing Business With Men

Improving Gender Communication

- Metaphors, Idioms and Exclusion
- Metaphor Exercise
- Sexual Harassment Prevention
- Doctor, Doctor
- Doctor, Doctor Follow-up
- Sexual Harassment Today: An Update Looking Back and Looking Forward

Types of Sexual Harassment

- Title VII
- Sexual Harassment Quiz
- Sexual Harassment Defined
- Quid Pro Quo Harassment: "This for That"
- Hostile Work Environment Sexual Harassment
- Other Harassment
- Is It Reasonable?
- Is It Reasonable? Discussion
- How Can I Avoid Sexually Harassing Behavior
- What Can Happen To Me If I Am Accused of Sexual Harassment?

Gender Differences in Communication Course Outline

A New Era In Sexual Harassment

- Visual and Electronic Harassment
- Harassment in a Nutshell