



COMMUNICATION
EFFECTIVENESS

Conference | Demystifying interpersonal communication



COURSE SPECIFICATIONS



FORMAT

- Conference



DURATION

The conference lasts 1.5 hour (90 minutes).



TARGET AUDIENCE

All personnel wishing to improve their communication skills.



DELIVERY METHOD

Speaker-led classroom-delivery learning model with pre-determined pace.

A simple, efficient and powerful way to discuss best practices.



LANGUAGE

Available in:

- French
- English

DESCRIPTION

This conference was designed to develop awareness on the importance of interpersonal communication in order to maintain a pleasant and productive working environment.

It allows all members of the organization to rally on a common process and language about communication. Tooling them to share similar communication techniques, identifying the main elements needed to design the initial message and foreseeing the multiple ways in which the message can be interpreted, to ensure that the message received is as close as possible to the initial intention.

OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Reflect upon the current communication framework;
- Identify communication techniques as a tool in professional relations;
- Maintain mutually satisfactory relationships.

COURSE CONTENT

UNDERSTANDING THE DYNAMICS OF COMMUNICATION

- The basic principles of communication
- The communication process
- The effects of the message
- Verbal, non-verbal and para-verbal communication.
- Emotional reactions



Tél. : 514-365-8397



Fax. : 514-365-8940



info@solutionsandco.com



www.solutionsandco.com