



Performance Training Resources

[Course Description Overview »](#)

Interpersonal Business Communication

Formats: [4-hour virtual course](#) | [1-day instructor-led onsite](#)

This program builds a foundation of relationship skills that will help you respond to conflict, handle difficult situations, and relate to customers and coworkers. Learn interpersonal skills to help you conquer office politics, develop professional rapport, and defuse bad situations. Increase cooperation, enthusiasm, productivity, and, most importantly, job satisfaction.

[Learning Objectives »](#)

- Understand the communication process
- Build relationships using interpersonal strategies
- Apply non-verbal communication
- Assertively communicate
- Handle difficult people and situationsResolve potential conflict and confrontation
- Build trust and rapport with coworkers

[Course Agenda »](#)

Communication Process

1. Understanding Communication
2. Communication Model
3. Reducing the Noise

Interpersonal Strategies

1. Analyzing Your Receiver
2. Conversation Starters



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3. Listening Skills
4. Communication Styles
5. Nonverbal Communication
6. Building Rapport

Communication Challenges

1. Saying "No"
2. Handling Difficult People
3. Behavior Patterns Leading to Conflict
4. Resolving Conflict
5. Defusing Anger
6. Developing a Professional Code
7. Building Trust

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