



# Advanced Interpersonal Communication

## 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

**Topic A:** Communication styles

**Topic B:** Verbal and nonverbal communication

### Unit 2: First impressions and building rapport

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

**Topic B:** Communicating to build rapport

**Topic C:** Building positive relationships

### Unit 3: Building relationships through feedback

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

**Topic B:** Providing feedback

### Unit 4: Supervisors

**Topic A:** Understanding supervisor styles

**Topic B:** Handling human resource issues

### Unit 5: Colleagues and subordinates

**Topic A:** Communicating with colleagues

**Topic B:** Communicating with subordinates

### Unit 6: Customers and vendors

**Topic A:** Communicating with customers

**Topic B:** Communicating with vendors

### Unit 7: Organizational culture

**Topic A:** Understanding organizational cultures

**Topic B:** Cultural networks

**Topic C:** Managing physical culture

**Topic D:** Managing emotional culture