



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