

# Interpersonal Communications

Develop effective verbal and non-verbal communication skills to improve workplace relationships and clarity.

Group classes in Live Online and onsite training is available for this course. For more information, email [onsite@graduateschool.edu](mailto:onsite@graduateschool.edu) or visit: <https://www.graduateschool.edu/courses/interpersonal-communications>



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## Course Outline

### Module 1: The Basics of Communication

- Define interpersonal communication and explore its key elements
- Analyze communication styles using self-assessment instruments
- Understand how communication attitudes, filters, and nonverbal behavior influence meaning
- Explore the “what” and “how” of communication through content and process

### Module 2: The Art of Connecting

- Explore principles of connection such as curiosity, empathy, and building common ground
- Understand assumptions and biases in conversations
- Apply the Johari Window and multiple perspective taking (you, others, observer)
- Learn to listen actively and provide constructive feedback

### Module 3: Handling Conflict and Using Negotiation Skills

- Identify and navigate the three stages of conflict: Daily Events, Challenges, and Battles
- Use strategies to communicate non-defensively and manage emotionally charged situations
- Practice negotiation techniques using win-win principles and structured steps
- Apply a five-part conflict resolution process: Diagnose, Plan, Prepare, Implement, Evaluate

### Module 4: Problem Solving

- Apply a six-step problem solving process to workplace scenarios
- Use data collection and analysis to identify root causes
- Develop, evaluate, and select practical solutions using tools like mind mapping and force field analysis
- Implement solutions with defined action plans and evaluate outcomes