As a communicator, you play an important part in your organization’s success. Your ability to make the right connections with the people you work with and serve will increase your personal effectiveness as well as the health and mission of your organization. Learn how to build stronger work relationships, communicate your message to people at every level, and use the methods and tools available to get the most from your communication efforts.

**Business communication is the catalyst of any organization.**

A competent communicator who can successfully connect with a variety of people at different levels in the organization, and is comfortable using multiple methods and business tools, is an indispensable part of the organization’s success. He or she is able to identify the needs and understand the interpersonal styles of the people they are communicating with. They have the knowledge and means to organize their thoughts, articulate their message, and identify the best means of delivering their message. Most importantly, they can use their skills to build consensus and group integrity. In this course you will learn the essentials for getting the most from your communication efforts at work.

**Topics**

**Part 1 – Interpersonal Communication**

- **Understanding**
  - The fundamentals of the communication process
  - How personality and preference impact communication
  - Dealing with people
- **Adjusting**
  - Knowing how to adjust your style to meet the communication needs of others
- **Listening**
  - Identifying barriers to effective listening and improving your listening skills
- **Resolving**
  - Dealing with interpersonal and intrapersonal conflict

**Part 2 – Organizational Communication**

- **Influencing**
  - How our communication efforts can influence the people we are communicating with
- **Informing**
  - Methods for creating and sending information from groups of 2-3 to the entire organization
- **Selecting**
  - An introduction to communication media, methods, and technologies

**Who should attend?**

This course is designed for anyone who conducts meetings, writes e-mails, presents to customers, or leads a team – you and your organization will benefit from this dynamic and interactive two-day course.

**Instructor**

Tricia Burns is currently Adjunct Faculty for Boise State University’s Department of Management. She also provides leadership training through Boise State’s Center for Professional Development. Tricia earned her BS and MBA from Boise State University, then later included elective courses in Grantsmanship and Instructional and Performance Technology.

**Fee**

$575 per person, includes all materials

**More Information**

Learn more at cpd.boisestate.edu

Enroll online today at cpd.boisestate.edu or call (208) 426-1709.