

Effective Organizational Communications

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Effective communication increases productivity. Understanding your communication style and how to adapt it to others increases your effectiveness in communication. Take the BEST Communication Styles Inventory and learn your dominant style. Through role playing and group exercises, increase your awareness of diverse communication styles/behaviors and learn to use them in different situations.

Modules

1. *Identify communication challenges in your job.*
2. *Analyze your personal style and learn how to use it effectively.*
3. *Learn how to avoid communication pitfalls.*
4. *Understand others' styles.*
5. *Learn ways to work with various styles to communicate effectively.*

*Wouldn't you like to
eliminate the words
"helpless desk" from your
customer's vocabulary?*
