

INTERPERSONAL COMMUNICATION

Component Description	Objectives
<ul style="list-style-type: none">◆ The Communication Process◆ Barriers To Communication◆ Effective Listening◆ Non-Verbal Communication◆ Dealing With Emotions◆ Questioning, Paraphrasing And Acknowledging◆ The Multi-Channel Communication Model◆ Communicating In A Cross-Cultural Environment◆ Giving And Receiving Feedback	<p>By the end of this session, participants will be able to:</p> <ul style="list-style-type: none">– describe the communication process– identify barriers to communication– listen effectively– use non-verbal communication– manage emotions– discuss the multi-channel communication model– communicate with cultural sensitivity– use feedback techniques– negotiate <i>win/win</i> situations

