

Interpersonal Communications Course (Self-Paced)

Learn proven techniques to work more productively and improve your everyday interactions with others. Discover conflict resolution strategies and negotiation techniques, and benefit from useful tips on tact and diplomacy.

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



CustomerRelations@graduateschool.edu •
[\(888\) 744-4723](tel:(888)744-4723)

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