COURSE SYLLABUS

# Interpersonal Communications Course

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

Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://sdfm.graduateschool.edu/courses/interpersonal-communications




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## Course Outline

### Module 1: The Basics of Communication

- Define interpersonal communication and explore the communication model
- Examine key communication considerations including audience, purpose, channel, and barriers
- Analyze the role of words, tone, and nonverbal behavior in face-to-face communication
- Identify common causes of communication breakdown in face-to-face and virtual environments
- Recognize four communication styles — Energizer, Systemizer, Associator, and Innovator — and adapt your approach accordingly

### Module 2: The Art of Connecting

- Apply core principles of connecting, including building bridges, examining assumptions, and searching for similarities
- Identify personal communication values and triggers to navigate difficult conversations more effectively
- Analyze interactions from your own perspective, the other person's, and an impartial observer's
- Practice the three levels of listening: attentive, responsive, and empathic

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

- Define conflict and negotiation and identify constructive versus destructive outcomes
- Trace conflict through Pondy's five stages: latent, perceived, felt, manifest, and aftermath
- Evaluate conflict resolution strategies and when to use power versus negotiation approaches
- Apply a five-part conflict management process: Diagnose, Plan, Prepare, Implement, and Evaluate
- Compare competitive and collaborative negotiation styles and practice effective negotiation steps

### Module 4: Problem Solving

- Review and consolidate core course skills: communication style, active listening, conflict response, and negotiation
- Build a personal action plan with specific commitments for applying skills back in the workplace