



South Central Public Health Partnership

TRAINING PROFESSIONALS TO PROTECT THE PUBLIC

<http://lms.southcentralpartnership.org/scphp>

Improving Interpersonal Communication and Relationships

Instructor: Ellen Belzer, MPA

Course Description

No matter how effective a communicator you already are, this course will help you communicate with greater impact in all types of workplace interactions. Participants will learn about communication styles that work best in various situations, how to build and maintain trust, how to give and receive input and criticism, how to increase your impact at meetings, ways to improve inter-professional working relationships, how to deliver difficult messages, how to communicate with diplomacy and tact, and how to deal with difficult behaviors more effectively. Whatever your job responsibilities or your position in the hierarchy, this program will offer you an assortment of strategies that can make a real difference in your interpersonal effectiveness and your ability to build and maintain satisfactory working relationships.

Learning Objectives

- Identify the roadblocks to perceptual accuracy and manage perceptions more effectively
- Send nonverbal messages and apply paralanguage in ways that build, rather than block, good working relationships
- Understand how misinterpretations can develop as a result of ambiguities in the English language, as well as the limitations of the English language in terms of non-extreme word choices
- Communicate in ways that are less likely to evoke defensive reactions in others
- Identify the barriers to effective listening and faulty listening habits. Identify the three components of effective active listening
- Describe the three choices for communication within the “Assertive Zone” and the two extreme styles that should be avoided in workplace communications
- Identify the characteristics of diplomatic communication
- Apply strategies for dealing with difficult behaviors, building trust, providing input, and giving/receiving constructive criticism

MCH Competencies **Maternal and Child Health Competencies developed by the Association of Teachers in Maternal and Child Health (ATMCH)*

- C1: Organizational and management theories and practices, and their administration in both public and private agencies.
- C4: Appropriate use of networking, team building, small group processes, advocacy, negotiation, and conflict resolution skills, and the knowledge of community organization and coalition- building techniques to address maternal and child health issues and problems.
- C12: Effective written and oral communication skills, including accurate and effective preparation and presentation of reports to agency boards, administrative organizations, legislative bodies, consumers, and/or the media using demographic, statistical, programmatic, and scientific information.
- C14: Effectively resolve internal employee and/or organizational conflicts through a knowledge of applicable management techniques.

Preparedness & Response Core Competencies **Public Health Preparedness & Response Core Competency Model*

- 1.2: Manage behaviors associated with emotional responses in self and others.
- 1.3: Facilitate collaboration with internal and external emergency response partners.
- 2.2: Use principles of crises and risk communication.

To register for this course visit us at
<http://lms.southcentralpartnership.org>