



South Central Public Health Partnership

TRAINING PROFESSIONALS TO PROTECT THE PUBLIC

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

Productive Communication Skills

Instructor: Tim Keogh, PhD

Course Description

This course is designed to provide you with the communication skills you will need to help you take the next step up in your organization. After taking this course, you will be able to reach a positive outcome with those you supervise by understanding personal communication style differences, using turn-taking effectively, noticing facial expressions which may signal emotions, and maintaining an appropriate body posture when communicating. You will learn the preferred pace of the different styles, and how styles shift under stress. You will learn how to increase your productivity by identifying high payoff activities, handling conflicting priorities, and using your most productive time of day to your advantage. You will learn how to deal with difficult people by improving your listening skills and becoming a more persuasive person.

Learning Objectives

- Describe good working relationships with your colleagues that build trust
- Identify the communication breakdowns that come from personal style differences
- Name the personal strategies that increase your productivity
- Interpret with skill the words of your colleagues as well as understand the meaning behind their words
- Describe how to manage others with respect

Core Competencies for Public Health Professionals **Council on Linkages between Academia and Public Health Practice*

- 3A2: Communicates in writing and orally, in person, and through electronic means, with linguistic and cultural proficiency

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.
- C7: Apply knowledge of management and organizational theories and practices to the development, planning, staffing, administration, and evaluation of public health programs, including the implementation of strategies promoting integrated service systems for MCH populations.
- 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.

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<http://lms.southcentralpartnership.org>