

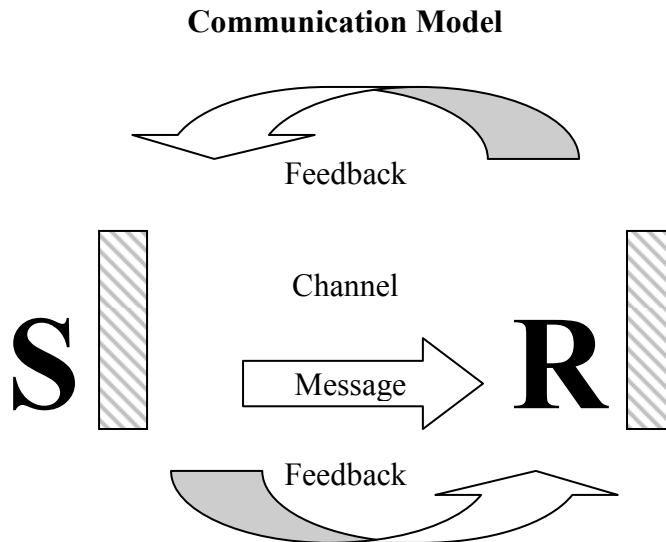
## Interpersonal Communication...at its best! – Part 2

*"The real art of conversation is not only to say the right thing at the right place, but to leave unsaid the wrong thing at the tempting moment." - Dorothy Neville*

**Purpose:** Strengthening communication skills, business relationships and personal effectiveness

### Key Benefits:

- Develop and strengthen skills in designing and delivering clear messages
- Improve active listening and feedback skills
  - Understand the components of the communication model with practical application to actual workplace scenarios



- Recognize common communication barriers and develop strategies to overcome those barriers
- Learn tips on using various channels of communication and enhance personal effectiveness: Telephone, email, memos, meetings