

Communicating with Your Customers

NSL-S0083

1 Day



Description

This course familiarizes participants with the importance of good communication skills relative to the types of positions they hold. Key points include: the communication process, recognizing non-verbal communication, understanding factors that influence communication, delivery techniques, and managing conflict.

Prerequisites

- None

Objectives

Upon successful completion of this course, students will be able to:

- ✓ describe the communication process.
- ✓ identify and minimize influencing factors.
- ✓ use communication tools.
- ✓ manage and resolve conflict.

Outline

Understanding the Communication Process

- The Goal of Effective Communication
- The Importance of Effective Communication
- How Communication Works
 - The Process
 - Communication Networks
 - Eliminating Barriers

Understanding Influencing Factors

- Identifying Influencing Factors
- Minimizing Assumptions and Preconceptions
- Minimizing Prejudices
- Understanding the Situation or Environment

Using Communication Tools

- Understanding Delivery Methods
- Selecting Words
- Using Tone and Sincerity
- Using Body Language
- Selecting the Correct Channel

Managing and Resolving Conflict

- Understanding Conflict
 - Types of Conflict
 - Stages of Conflict
- Identifying Factors That Promote Conflict
 - Poor Communication
 - Low Morale
 - Individual Associate Concerns
 - Environmental Stresses
 - Diversity Issues
- Using Constructive Ways to Manage Conflict
 - Responding vs. Reacting
 - Separating People from Problems

- Coping Strategies
- Conflict Handling Intentions
- Negotiation and Bargaining
- Personal Inventory: Conflict Management Style
- Applying Conflict Management Tools
 - Tips for Controlling Emotions
 - Defenses Against Verbal Attacks
 - Handling Routine Hassles
 - Dealing with Anger and Aggression
 - Managing Intense Personality Types