



Respectful Communication for Individual Contributors

One simple way to communicate more effectively is to treat the person you are addressing respectfully. This course explores organizational culture, and defining the culture within the organization while identifying potential conflicts. Participants are exposed to the concept of respectful communication and identify the significance for them as an individual contributor. They learn the various conflict resolution styles, identify their style, and practice resolving conflict using workplace scenarios. This program is designed to be delivered following the Respectful Communication for Managers and Supervisors.

Focus Individual Contributors

Length 4 Hours

Performance Objectives

- Strengthen communication skills through an enhanced understanding of different styles of communication
- Create and maintain rapport among co-workers
- Build trust through effectively managing conflict
- Express humor in an appropriate manner

Course modules include:

Organizational Culture	Participants will identify different parameters of the organizational culture. They also recognize potential conflicts based on individual culture.
Communication	This module focuses on situations that arise at work that are acceptable and unacceptable and identify appropriate responses.
Resolving Conflict	Topics include: defining conflict and identifying approaches to conflict resolution. Participants will discover own conflict management styles and how they are similar or differ from others.