



COMMUNICATION

Poor communication creates problems within the workplace that can have negative effects on morale, productivity, and personal interactions. Every day, all day long, you are communicating — whether it is verbal or nonverbal, intentional or unintentional. How well you communicate could mean the difference between success and failure. The focus of this presentation will be on enhancing effective communication skills.

Program Objectives:

- *Identify the roadblocks to communication.*
- *Develop specific communication techniques.*
- *Learn specific listening techniques.*

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