

EAC Training

OUTLINE

- Topic:** **Communicating with Others**
- Description:** The “Communicating with Others” program combines Interpersonal Communication and Conflict Management principles and examines different communication styles that impact effective communication. Participants will have the opportunity to practice both their confrontation and responding skills through a number of different “hands on” exercises and case studies. To understand each individual’s conflict resolution skills, a conflict resolution assessment is used to identify the participant’s most effective communication style. This is a very interactive program with helpful take-aways.
- Equipment:** Hand-outs
Flip Chart
- Room Arrangement:** The optimal set-up for this program is to have chairs and tables arranged in a U-shape or half circle. It is also helpful if the participants can be broken into smaller groups for the exercises.
- Number of People:** This training is best facilitated with a range of 15 - 30 participants.
- Time:** One Hour or 1.5 Hours (including case studies)



