

FLP1: EFFECTIVE INTERPERSONAL AND ORGANIZATIONAL COMMUNICATION

4 DAYS

This is the first course of three in the Fundamentals of Leadership certificate program.

Effective leaders are able to use communication to ensure that individual, team and organizational goals are clearly understood. Participants examine the process of interpersonal communication and its influences.

LEARNING OBJECTIVES

Communication Essentials

- Learn the theories and concepts associated with interpersonal communication
- Use communication to establish priorities, generate ideas, resolve issues and assist in decision making
- Identify organizational communication structures and their influence on performance
- Learn more about the DYNAMIX® Profile and how it helps you to identify your behavioural preferences.

Feedback and Listening Skills

Explore the different ways in which we communicate within the workplace and how preferred behavioural patterns influence personal working style, interaction with others, decision-making, working within teams, and dealing with others

- Understand how cultural variations influence our working relationships and why
- Examine the application of feedback, self-disclosure and empathic listening

The DYNAMIX® of Communication and Team Effectiveness

- Participants will receive their personalized DYNAMIX® Profile report, which they completed online prior to attending the first day of class
- Learn to develop a common language among team members to improve effectiveness
- Recognize and appreciate differing communication styles
- Learn to adapt your communication style to build rapport and trust
- Provide effective and actionable feedback to team members

WHO SHOULD ATTEND

- Managers, supervisors or team leaders
- Those looking to build a high-performing team
- Those aspiring to a supervisory or managerial role and would like a better grasp of what is expected of you as a leader

PRE-COURSE PREPARATION

There are pre-course readings and assignments for this course, as well as assignments to be completed during the course.

Each participant will complete an online questionnaire prior to the first day in class and receive their personal DYNAMIX® Profile report in class.

FUNDAMENTALS OF LEADERSHIP CERTIFICATE PROGRAM

The Fundamentals of Leadership program delivers comprehensive, hands-on professional development in the theories, methodologies and approaches in practice by effective leaders today.

Developed in consultation with experienced leaders and subject matter experts, the program offers knowledge, skills and approaches that are applicable across public and private sectors and will be invaluable to anyone wanting to advance their career.

Complete the series of three courses to earn an Algonquin College certificate.

- **FLP1: Effective Interpersonal and Organizational Communication**
- **FLP2: Leadership Skills**
- **FLP3: Building a Performance Culture**

HOW TO REGISTER

Call: 1.833.282.6852

Email: training@algonquincollege.com

Register online: algonquincollege.com/corporate