Many organizations focus on technical skills as all-important to success in the workplace. Yet strong interpersonal skills are equally essential in transforming individual contributors into exceptional performers who have a greater impact in their roles. This foundational course provides individuals with a powerful set of interaction skills that enables them to communicate more effectively with colleagues and customers and, in the process, build trust, strengthen partnerships, and achieve desired results.

**DO YOU FACE ANY OF THESE ISSUES?**

> Do individual contributors struggle to communicate with colleagues and customers in an effective way?
> Is there a need for a higher level of trust? Greater cooperation? Stronger business relationships?
> Is effective feedback lacking as an integral part of your culture?

**PERFORMANCE OBJECTIVES**

Helps individuals:

> Recognize the impact they can have on their success and the success of others by enhancing interpersonal relationships in the workplace.
> Relate to colleagues and customers in a way that meets their personal needs while also meeting the practical need of accomplishing objectives.
> Use a set of interaction process skills that enable them to conduct more successful discussions that achieve results.
> Use a technique for providing specific, meaningful feedback that helps people improve their performance and increase productivity.

**PRIMARY COMPETENCIES DEVELOPED**

> Communication
> Gaining Commitment
> Building Customer Loyalty

**SECONDARY COMPETENCY DEVELOPED**

> Building Strategic Work Relationships

**Questions?** Contact Bev Hickam, Director of Business and Industry Programs, 573-518-2182 or 573-270-3542

**Enrollment Deadline: February 8**

**Enrollment Fee:** $185 per participant

**Location:** Continuing Education Building, Mineral Area College Campus (Directions: Take the Park Hills/Leadington Exit off Highway 67. The college is located on the east side of this exit. Turn left onto the college campus. Immediately turn left again. The second building is the Continuing Ed. Bldg. The US and Missouri flags are located in front of the building.)

Email to Bev Hickam at bhickam@mineralarea.edu. Cost: $185 per participant. Businesses will be billed direct. Cancellations accepted through February 12 or businesses may send substitutes.