

Art of Interpersonal Communication

Experiential Learning Series

Course Description:

Participants gain a deeper understanding of their personal style of communication and develop new skills to increase clarity, mutual understanding and influence. This course delivers simple but powerful models for understanding communication based on current and widely respected research¹. Each concept is supported by break-out exercises then grounded with professionally facilitated experiential learning. Each participant will take away a new set of *personalized* tools for improving both the productivity of and satisfaction with her or his communication skills.

Course Length: 1 day with a total of 6 hours of class time, typically 9-12 and 1-4 PM.

Course Audience and Size:

Professionals seeking to improve interpersonal communication skills as well as gain a better fundamental understanding of the communications process. Both individual contributors and managers will benefit from this course. Diversity of enrollees is encouraged. A minimum of 10 participants is required with no more than 25.

Course Learning Objectives:

- Understand the interpersonal communication cycle
- Gain effective tools for building better professional relationships
- Learn to pay attention to the many layers of communication
- Be choice-full about difficult interactions

Course Methodology:

Each module of the course begins with a brief lecture introducing one or more new concepts. Each lecture is followed by break-out exercises, typically in groups of two to four, in which the new concepts are applied and new behaviors are practiced. Exercises are followed by facilitated group discussions of the experience, personal learning, and its applicability to each participant's work situation.

Course Outline:

- I The Interpersonal Communication Cycle**
 - a. A model for examining communications
 - b. Mutual responsibility
 - c. Owning my part of the process
 - d. The role of emotions in communication
 - e. Display rules: family, gender, culture, environment

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II Relationship Building: What Works and What Doesn't

- a. Bids for connection
- b. Emotional bank accounts
- c. Facial expressions
- d. The Four Horsemen

III Mindful Communication

- a. Treble and bass
- b. Five stages of communication
- c. Congruency
- d. Fullness
- e. Accuracy

Course Instructor:

The instructor for this course is a senior facilitator at Stanford's Graduate School of Business for the Interpersonal Dynamics, and Leadership and Interpersonal Influence courses. She is the co-founder of Dialogue Circles and has over 15 years experience helping individuals and groups improve communication skills in both community and corporate environments. She has a strong background in and passion for experiential learning, and a Masters degree in Industrial and Organizational Psychology from San Jose State University.

¹ Published research and articles by Daniel Goleman, author of *Emotional Intelligence* (1995) and *Social Intelligence* (2005), John Gottman, Paul Ekman, and faculty from the Stanford Graduate School of Business.