**Building Communication**

**& Interpersonal Skills**

**Course Objectives:**

* Understand the human communication process.
* Develop awareness of the factors leading to effective communication.
* Identify and address the potential problems in communication.
* Utilize communication to recognize and respond to interpersonal dynamics.
* Learn how to manage conflicts and interpersonal problems in order to promote more effective working relations.

**Course Outlines:**

* The Human Communication Process.
* Listening, Perception, and Non-Verbal Communication.
* Potential Problems and Communication Barriers.
* Downward and Upward Communication.
* Informal Communication.
* Self-Concept, Self-Disclosure and Assertiveness.
* Initiating, Strengthening, and Maintaining Working Relationships.
* Dealing with Defensiveness/Creating Supportiveness.
* Managing Conflict and Interpersonal Problem Solving.

**Who Should Attend?**

* All levels of managers and to anyone wanting to advance their communication and interpersonal skills.

**Duration:** 5 Days

**For more information:**

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