

# Veterinary Services Careers Program: Communication & Managing Up

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February 20-22, 2008  
Raleigh, North Carolina

## **PURPOSE**

The purpose of this course is to enhance interpersonal communication skills; to provide the critical elements needed to foster teamwork; to examine conflict management style in order to turn difficult situations into win-win experiences; and to learn how to support leaders by making sound decisions that will lead to positive results. Participants will learn to speak honestly and directly, and make sound decisions that will ultimately advance their own career.

## **OBJECTIVES**

*By the end of this course, participants will:*

1. Demonstrate an understanding of the elements of successful team cooperation and how to foster teamwork;
2. Practice strategies to transform confrontation into collaboration;
3. Define conflict and explore various conflict styles;
4. Define barriers to effective communication;
5. Discover ways to study leaders for clues as to the kind of results they are looking for, and to find opportunities to achieve the results;
6. Obtain the tools necessary to build a career-advancing relationship with leaders;
7. Learn techniques to effectively handle criticism, deal with workplace anxieties and build self-confidence;