

Communicating Effectively (CE)

COURSE NUMBER **FAA1400002**

For information about this course, contact:
 FAA Program Manager
 (386) 446-7154

DESCRIPTION AND LEARNING STRATEGY

This skill-based workshop is designed to enhance the communication skills of participants and their ability to work together and to serve internal and external customers. Participants gain practical experience in the strategies, format, style, procedures, and processes of communicating effectively.

Methodologies include lecture, discussion, large and small group activities, self-assessment, and skill practices.

OBJECTIVES

- Assess communication problems.
- Apply effective verbal and nonverbal communication skills.
- Direct, inform, persuade others.
- Use inquiry and active listening techniques.
- Turn feedback into action and results.

RELATED COMPETENCIES

- Building Alliances
- Communication
- Customer Focus
- Interpersonal Relations and Influence

CLASS SIZE

18 participants

LENGTH 2 days
 (9:00 a.m. – 4:00 p.m.)
 12 hours

LOCATION

Customer site or
 FAA Center for
 Management and
 Executive Leadership
 Palm Coast, Florida

UPCOMING DELIVERIES

This course is currently available only as a fee-for-service delivery.

WHO SHOULD ATTEND

Employees who need to improve beginning and intermediate communication skills.

ENROLLMENT

To arrange a *fee-for-service delivery*, call (386) 446-7154.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Effective Media
 Communications
 (FAA1400001)
 Facilitator Training Course
 (FAA01523)
 Presentation Techniques
 (FAA01263)