

Developing Effective Communication Skills

Description: Communication is simply sending and receiving messages. Poor communication can affect your job. Poor communication skills can also have a negative affect on your personal relationships. Learning to communicate well lets others understand your ideas and needs and lets you understand the messages others are sending to you.

What you will learn: situations

- ♦ The importance of communication in work and social
- ♦ Verbal and non-verbal communication messages
- ♦ Communication patterns by speaking, listening, writing, body language and expressions

Textbooks/materials: Effective Communication Skills (Ludden)

Michigan Works
Service Center
Locations/Times:

PH MC CT R

1st and 3rd Thursday of the month

11:00 a.m. to noon

Code: PO85 (PH)

Code: PO86 (MC)

Code: PO87 (CT)

Code: PO88 (R)