



CERTIFICATE IN INTERPERSONAL COMMUNICATION

DESCRIPTION OF CERTIFICATE

Communication is a critical component determining the success of many individuals in certain positions. The ability to communicate clearly, calmly, and effectively is vital to a wide range of roles in the workforce; however, being able to do so while dealing with upset clients or demanding colleagues can be a challenge.

The *Certificate in Interpersonal Communication* gives participants the ability to communicate clearly and professionally, establish positive relationships with people around them, and ensure their customer/client service is exceptional. The program will also offer participants ways to deal effectively and empathetically with challenging people amid demanding situations.

While interpersonal communication can be easier for some than others, upon the completion of this Certificate, all participants will gain knowledge about and be comfortable in employing many tools and strategies to help them communicate positively with others, regardless of the situation.

WHY TAKE THIS CERTIFICATE?

Good, positive interpersonal communication is often the difference between someone succeeding in a position or leaving it within a brief period. While some people excel at interpersonal communication, others can be shy and introverted, or just unsure of the best way to communicate properly and effectively. The *Certificate in Interpersonal Communication* addresses those issues and ensures participants can establish positive relationships with others—and that the conditions are in place to maintain positivity—and can take a challenging situation and difficult person and deal with them calmly and efficiently. This certificate program will reassure those who are unsure of their interpersonal communication skills!

CERTIFICATE STRUCTURE

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COURSE OVERVIEW

COMMUNICATING CLEAR AND PROFESSIONAL MESSAGES (SIX HOURS)

Participants enrolled in this online course will learn essential daily communication skills whether they are on the phone or responding to emails. Time will be spent covering topics such as delivering unwelcome news and dealing with rude or aggressive people at work. Participants will also learn important tips such as using templates to answer emails quickly and effectively.

CUSTOMER AND CLIENT SERVICE (SIX HOURS)

This in-person course is designed to provide information and tools that participants can use to improve the quality of service to both internal and external clients and customers.

Participants will gain knowledge and strategies in the following areas:

- » Assessing and improving an organization's commitment to quality service
- » Differentiating and elevating service to become a provider of choice
- » Designing standards for quality service and creating a consistent service experience
- » Evaluating the needs, wants, stereotypes, and emotions of customers at an individual level
- » Understanding the processes necessary to develop a culture that consistently delivers exceptional service

- » Recovering effectively from a service failure and turning it into an opportunity to strengthen customer relations

DEALING WITH DIFFICULT PEOPLE (SIX HOURS)

This in-person course will review the basics of dealing with difficult people. Everyone is different, and so are their personalities; *Dealing with Difficult People* will help participants deal with those different personality types in demanding situations. Topics and course material will first be reviewed and then incorporated into opportunities to practically apply the knowledge through role-playing. This approach will help participants learn how to diffuse tricky situations and remain calm.

Topics covered in this course include:

- » the seven basic personality traits,
- » different strategies for dealing with difficult people,
- » the benefits of workplace conflict,
- » "Dare to Disagree,"
- » ways to deal with difficult coworkers,
- » the power of curiosity, and
- » learning from a difficult situation.

Course Bonus: the LAST Approach to diffusing difficult or angry people in customer service.