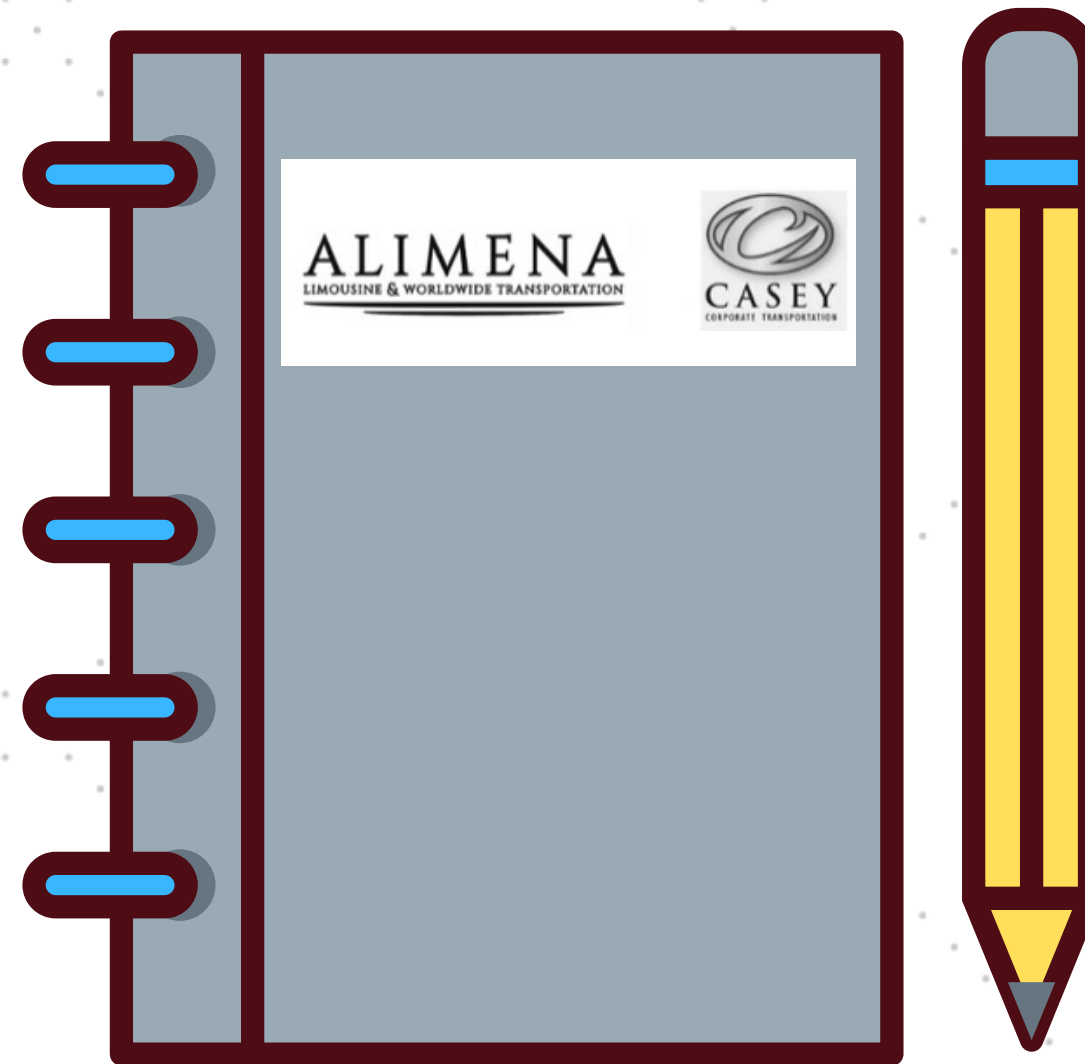


# Effective Communication Training



# Expectations

- Attire
- Attitude
- Attentive
- Ask

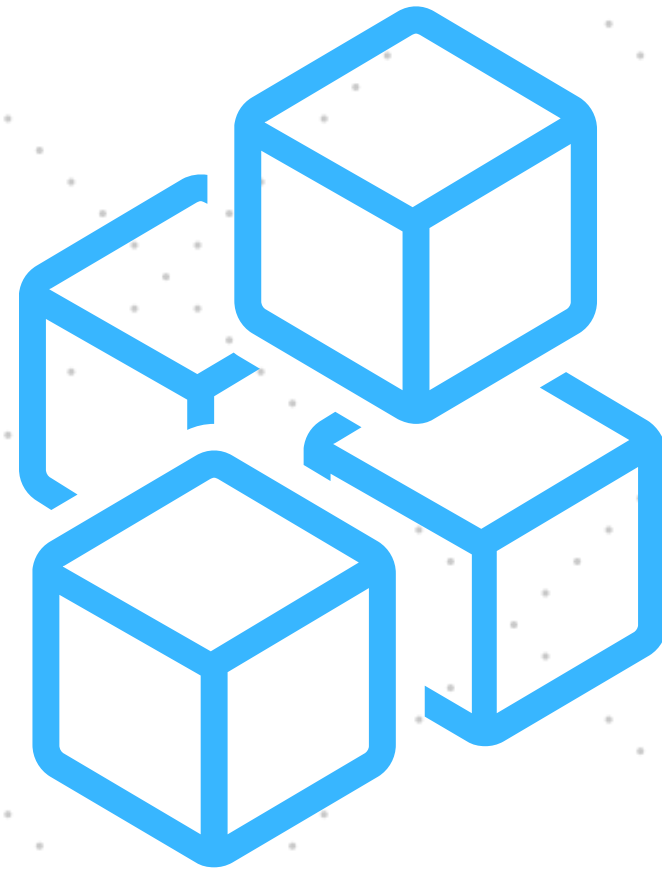
# Agenda

- Icebreaker ~30 minutes
- Non Verbal ~1 hour
- Active Listening ~1 hour
- Be Friendly ~1 hour
- Empathy ~1 hour
- Respect ~1 hour

# Objectives

- ***Identify and describe*** the five core communication skills
- ***Adapt your communication*** to different situations
- ***Describe why*** the core communication skills are important to the company mission and values

# Icebreaker



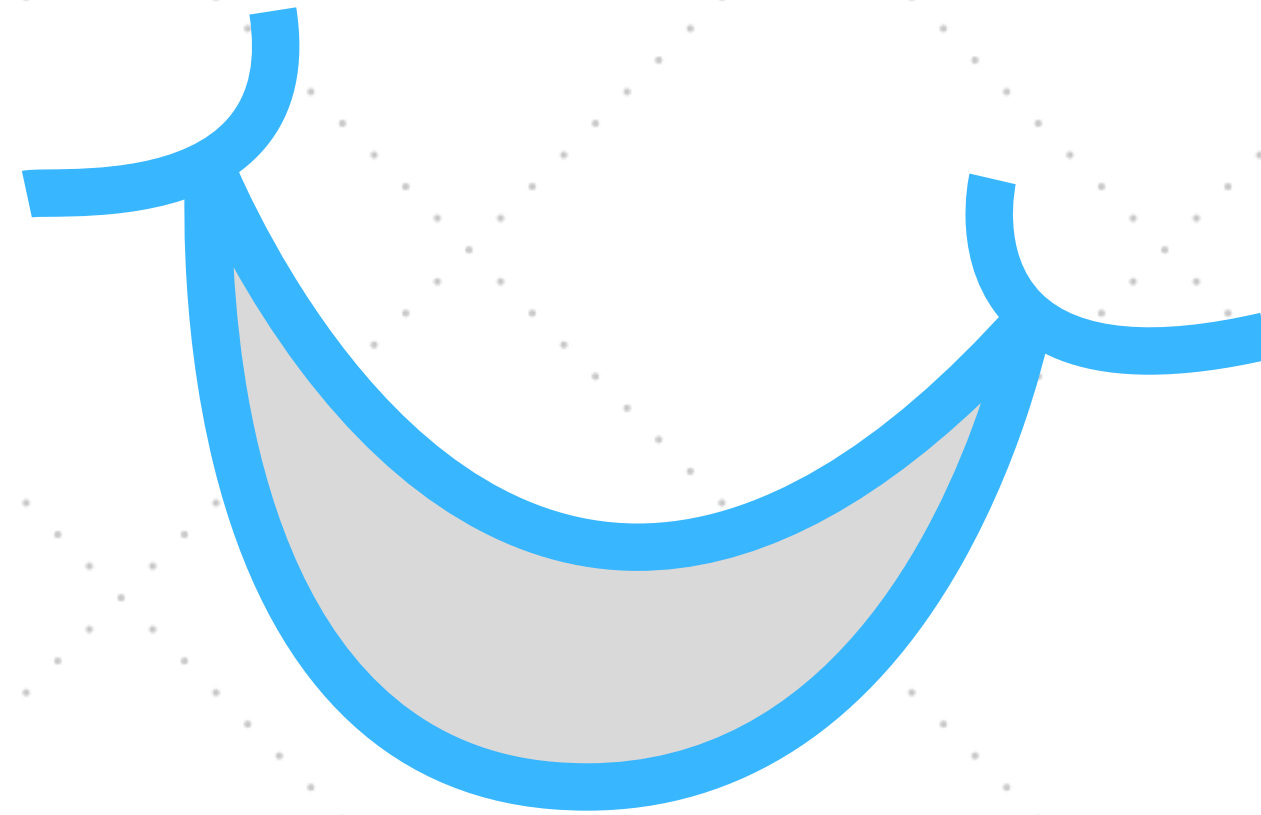
# Non Verbal Communication



# Active Listening



# Be Friendly





# Empathy



# Respect



# Wrap Up

