



# **The Interpersonal Communication Skills Workshop: A Trainer's Guide (The Trainer's Workshop(TM) Series)**

*Joshua D. Guilar*

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This book presents everything trainers need to design and deliver a two-day workshop that covers listening, assertiveness, resolving conflict, and conversations for co-ordinating action. The trainer will learn about the most current trends in interpersonal-communication training, including: task-by-task processes for training; proven methods such as accelerated learning and action learning; a "performance" orientation; and a focus on communication skills for collaboration and organizational learning. The materials are flexible - presented in four modules, each containing enough material for a half-day workshop, including adaptable lecture notes, objectives, agenda, handouts, overhead masters, discussion questions, exercises and FAQs.

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