



# the Management Development Institute

*business and management education since 1981*

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## Advanced Interpersonal Communication

**Code:** CT90-702

**Duration:** 1 day

**Series:** Business Communication

### Communication styles and methods

Communication styles  
Verbal and nonverbal communication

### First impression and building rapport

The importance of first impression  
Communicating to build rapport  
Building positive relationships

### Building relationships through feedback

Importance of providing feedback  
Providing feedback

### Supervisors

Understanding supervisor styles  
Handling human resource issues

### Colleagues and subordinates

Communicating with colleagues  
Communicating with subordinates

### Customers and vendors

Communicating with customers  
Communicating with vendors

### Organisational culture

Understanding organisational cultures  
Cultural networks  
Managing physical culture  
Managing emotional culture

### By completing this course, participants will learn how to:

- ✚ Interact with individuals who display a specific communication style and communicate using various verbal and nonverbal modes of communication.
- ✚ Identify the elements that influence first impressions, build rapport and establish credibility with others, and build positive relationships.
- ✚ Use paraphrasing effectively and provide positive and constructive feedback in a business setting.
- ✚ Identify types of ineffective supervisors and use different techniques to deal with them, and identify the steps necessary to prepare for negotiating a raise and to resign a job.
- ✚ Identify guidelines for communicating with colleagues, take appropriate steps to apologize to a subordinate, use appropriate tactics to refuse a subordinate's request.
- ✚ Respond to customers' complaints and identify a proper way to reject a vendor's contract without rejecting the vendor.
- ✚ Determine the nature of an organisation's culture, use the cultural network to your advantage and identify the characteristics of the roles exhibited in a cultural network
- ✚ Select the elements of physical culture that affect interpersonal network communication, and identify the ways in which managers can build a positive culture.

**Prerequisites:** None