

Effective Communication

Effective communication is one of six institutional goals identified in the HCC Strategic Plan because it is critical to HCC's success. Clear interpersonal dialog is necessary throughout the organization - with faculty, staff, administrators, students, vendors, business leaders and other community members. This workshop focuses on recognizing different communication styles, avoiding barriers that hinder communication, and learning techniques that promote understanding.

Learning Outcomes

- Understand elements of the interpersonal communication process
- Recognize different styles of communication and discover your own preferred style
- Apply techniques that promote effective interpersonal communication
- Define levels of listening, and realize the importance of active listening
- Distinguish between open and closed questions, and learn the effective use of both
- Identify barriers that can hinder communication

Who Should Attend? Required for all COPP enrollees.
Recommended for all HCC administrative professionals, secretaries, office managers, and all frontline staff.
Open to all full-time & part-time HCC employees.

Length: 3 hours

Program: College Office Professionals Program (COPP) – Required Course

Sponsored By: Employee Learning and Organizational Development (ELOD)

Course Number: CC0006

Registration: Register online via @ Your Service.
To log in, type **myhcc** in your browser address bar
> Click on Human Resources (under Administrative Resources)
> @ Your Service Login (in right column)
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> Employee Home
> Training and Development Home
> Request Training Enrollment
> Search by Course Number
> Enter CC0006

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