

# Interpersonal Communication Skills



*New Directions in  
Management and  
Supervisory Training*

## What Is ICS?

Interpersonal Communication Skills (ICS) is a half-day workshop which demonstrates that clear communication can lead to a more effective working environment and better relationships within the workplace. ICS stresses the skills of valuing, listening, clarifying and confirming.

## Who Should Attend ICS?

ICS is beneficial for managers and employees at all levels of the organization. The most productive work environments are ones in which everyone communicates clearly and self-esteem is maintained. ICS directs participants toward improving their relationships with their employees, peers, and managers.

## Topic Areas Covered in ICS

- ◆ Barriers to Communication
- ◆ Active Listening
- ◆ Clarifying and Confirming
- ◆ Valuing Concepts and Strategies
- ◆ Constructive Feedback

## What Are the Outcomes of ICS?

At the conclusion of ICS, participants will be able to do the following:

- ◆ Create a positive work environment in which employees will work to their full potential
- ◆ Motivate staff to meet or exceed performance expectations
- ◆ Communicate clearly to build trust and effective working relationships
- ◆ Manage problems and foster cooperation within organizational groups

During the workshop, text readings are used as the foundation for group discussion. Application of processes and strategic skills are achieved through case study analysis and practice sessions.

## About New Haven Consulting Group, Inc.

New Haven Consulting Group, Inc. is a full-service training company specializing in sales, service, management and compliance training. For more information regarding ICS and all other NHCG, Inc. products or services, contact us at (203) 926-1526 or by E-mail at [info@nhcg.com](mailto:info@nhcg.com).



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