

CANADIAN CONSTRUCTION INSTITUTE INC. (CCI)

Largest Construction Management and Supervisory Training Centre in Western Canada

COMMUNICATION SKILLS TRAINING

This Gold Seal Certified Course is designed to improve skills in communication for supervisors, and management in the office and in the field. This course, along with all management and supervisor training courses has been evaluated as "excellent overall" by more than 3000 participants and companies. A manual for the course and future reference is included.

Brief summary of course:

- ✓ **Effective Leadership through Communication Skills**
- ✓ **Communications Skills to increase Motivation and Productivity**
- ✓ **Communicating Loyalty and Dedication to the Company**
- ✓ **Dealing with Difficult People, Conflict and Confrontation**
- ✓ **Assertion**
- ✓ **Communicating Motivation**
- ✓ **Communication through Body Language**
- ✓ **Active Listening**
- ✓ **Questioning and gathering information**
- ✓ **Anger and Conflict Management Skills**
- ✓ **Communicating Discipline and Termination**
- ✓ **Resolving Disputes through Communication**
- ✓ **How to Prepare for and Facilitate Meetings**
- ✓ **Communication through Writing Skills**
- ✓ **Drafting and Preparing Proper Reports and Correspondence**
- ✓ **Communicating Teamwork to Staff and workers**

Students will be required to research scenarios and workplace situations where good communication skills are required. An examination is provided.
