

## **MBA 642 -Communicating Effectively in the Business Environment**

Virtually everything that we do in business involves working with people in person one on one, in groups, in writing, by phone or through a myriad of other electronic means. In today's highly competitive business world, it is more important than ever to recognize and study the significant role communication plays in our lives. As employees at all levels, how well we communicate in a large part determines how successful we will be on the job, and our level of personal job satisfaction.

This course is for individuals at all levels in all types of businesses/organizations who desire to polish and/or develop additional communication skills in formal and informal settings. Through interactive discussions, role plays and activities the following areas are covered: verbal and nonverbal communication; defensive/supportive communication; assertiveness, submissiveness and aggressiveness; active listening; receiving and providing criticism; team building; delegation of responsibilities; empowerment; management and sales strategies; leadership; customer service; interviewing/recruiting; conflict resolution.