

COMMUNICATION SKILLS IN THE 21ST CENTURY

Innovative Training Solutions for Organizations.



CORE COMPETENCIES

UPPER MOHAWK, INC. (UMI) is a Federal WOSB 8M Program and State of Florida WOSB Certified owned and operated Small Business. UMI's Training Division has extensive experience creating customized training solutions, as well as providing a broad course catalogue for government agencies and private organizations.

EFFECTIVE COMMUNICATION

This is a training course involving continuous instructor/learner and learner/learner interaction. The course relies upon several studies and theories on communication. A key goal of this course is to give each participant a base knowledge for use in daily living, both work and personal. During the course of instruction participants will be required to convey patience, professionalism and enthusiasm for achieving objectives in learning outcomes.

This course enables a participant to achieve basic to intermediate communication skills. Attentive listening, effective verbal skills and identifying barriers to communication will be covered at this level. In addition, participants will recognize all components of basic communication.

LEARNING OUTCOMES

By the end of this training session, participants will be able to:

- Illustrate barriers to effective communication verbally and/or written
- Demonstrate the importance of basic communication
- Employ the components of communication
- Demonstrate effective listening skills, effective verbal skills through role-play and case study scenarios.



Target Audience

First Responders
Military Personnel
Veterans
Healthcare
Corporations
Commercial
Individuals



Credit Hours

Earn 0.4 CEUs
upon full course
completion.



Course Length

4 Hours Class
Break.



**Learning
Environment**
Classroom.



Class Size
Max 20.



Upper Mohawk, Inc.

"If We Accept Something, We Must Give
Something In Return" UMI.

Unique Entity ID: PHHWWNNITRT5
CAGE Code: 4WTS1

Certification

- Accredited CEU Provider by IACET



Provider# 1005781

- Federal WOSB 8M Program
- State of Florida WOSB Certified
- Native American Owned and Operated Small Business

NAICS Codes

611430

Professional and Management
Development Training

611710

Educational Support Services

541611

Administrative Management and
General Management Consulting
Services

541618

Other Management Consulting
Services

FOR MORE INFORMATION

Contact:

Patricia Barnes
321-269-6939

pbarnes@uppermohawkinc.com
training@uppermohawkinc.com

Visit Our Website



www.uppermohawkinc.com