

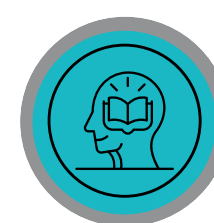
COMMUNICATION SKILLS IN THE 21ST CENTURY

Innovative Training Solutions for Organizations.



COURSE STRUCTURE

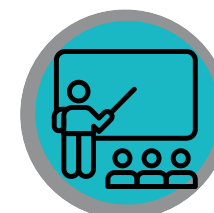
- What is Communication?
- Barriers to effective communication
- Elements of communication
- Nonverbal communication
- Effective listening and communication skills



Learning Environment
Classroom.



Course Length
8 Hour Course-
2 Scheduled
Breaks Included



Class Size
Max 20.



Credit Hours
Earn 0.7 CEUs
upon full course
completion.

OUR CERTIFICATIONS

Unique Entity ID: PHHWWNNITRT5
CAGE Code: 4WTS1
Certification

- Accredited CEU Provider by IACET



Provider# 1005781

FOR MORE INFORMATION

Visit Our Website



Connect with us   

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.

WHAT IS THIS COURSE?

Communication shapes every interaction. This engaging, interactive course helps participants strengthen the skills needed to communicate clearly, listen attentively, overcome communication barriers, and connect more effectively with others. Through practical learning and participant interaction, learners build communication skills they can apply immediately in both professional and personal situations.

LEARNING OUTCOMES

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

- Understand the fundamentals of effective communication.
- Identify communication styles, key components, and common barriers.
- Apply strategies to reduce barriers and improve understanding.
- Recognize how words, tone, and body language shape a message.
- Use verbal and nonverbal communication more effectively.
- Strengthen active listening, questioning, and feedback skills.
- Improve communication and build stronger personal and professional relationships.

WHY THIS MATTERS

Strong communication is essential to how we work, connect, and solve problems. Misunderstandings, poor listening, and unclear messages can create unnecessary conflict and frustration. Developing stronger communication skills helps individuals build trust, strengthen relationships, navigate challenging conversations, and interact with greater confidence and professionalism.

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