

## Description

This course is offered in two facilitated formats: workshop (1 day) and webinar (two 2 h sessions on separate days.) It focuses on the skills required to communicate effectively and professionally as a safety codes officer. A number of exercises need to be completed before the session(s). Including discussions, group, and individual exercises, the course culminates in a 3-5 minute presentation by each of the participants.

## Objectives

- Describe the elements of verbal communication:
  - List and describe the components of verbal communication
  - Identify obstacles to communicating clearly
- Describe the process of verbal communication:
  - Identify practices for clearly communicating through the spoken word
  - Demonstrate ability to communicate successfully through the spoken word, in person and in small group situations, and while presenting to small and large audiences
  - Describe and explain the principles involved in effective listening and the part it plays in the communication process
  - Identify the principles involved in non-verbal communication
- Engage in and manage a difficult conversation successfully:
  - Identify the components of a difficult conversation
  - Determine when to engage in a difficult conversation
  - Develop strategies for managing difficult conversations
  - Describe how to participate in a difficult conversation successfully and professionally
- Communicate professionally:
  - Describe professionalism and explain its relationship to effective communication
  - List methods to establish and maintain professional relationships
  - Recognize the roles of professionalism and credibility in general communication as well as oral presentations

## Evaluation

The facilitator determines successful completion based on your participation in the workshop. You are expected to participate in all discussions and exercises, and to demonstrate the skills set out in the course objectives.