



Walking the Talk: Communication Competence

Communication expresses attitude.

- + Examine the basis of communication
- + "Hear" what is communicated non-verbally
- + Learn positive word choices: No if, but or maybes!
- + Learn to lead in attitudes
- + Build respectful workplaces through communication
- +Get back to the basics with simple rules for communication

★Recommended Option

Target	Front-Line Staff	Registered Staff	Managers
	●	●	●

Schedule	1 Hr *	1½ Hr *	3 Hr *	Full Day	Multi-Day
		●	● ★	●	

*can be repeated multiple times throughout the day.

Extras	Handouts	Posters	Certificates	Info Binders
	●	●		

NOTES:



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