

<b>Program Name</b>	<b>Communication Skills for Frontline Employees</b>
<b>Level</b>	I
<b>Pre-Requisite(s)</b>	N/A
<b>Recommended WEI Programs To Have Completed Prior to Starting this Program</b>	N/A
<b>Total Hours</b>	40
<b>Standard Topics</b>	Minimum 32 hours
<b>Interchangeable Topics</b>	Maximum 8 hours
<b>Description</b>	<p>Doing business in <b>2022</b> is very different from how many of us operated even five years ago, especially when it comes to how we connect with employees and market to customers. In response to this, Communication Skills for Frontline Employees is designed to support you in navigating through the changing trends around how people communicate in the workplace and marketplace.</p> <p>* As a foundational program, this is a prerequisite for other programs including Transformational Leadership (Level I).</p>

**Learning Outcomes (based on standardized content):**

- Interpret basic body language cues
- Interpret para-verbal communication
- Demonstrate active listening
- Identify and apply the four main communication styles
- Describe the impact of intention in the communication process
- Explain triangulation in the workplace
- Demonstrate how to have a difficult conversation
- Describe the characteristics of the different generations
- Apply best practices in workplace communication

**Standard Topics (minimum 32 hours):** (all of this content must be delivered as a part of this program)

- Verbal vs non-verbal communication
- Active listening
- Communication styles
- Power of intention
- Triangulation
- Best practices in workplace communication
- Navigating a multi-generational workplace
- Difficult conversations

**Interchangeable Topics (maximum 8 hours):** (choose from the topics in this list to complete the non-standardized portion of the program)

- Goal setting
- Team building
- Time management
- Leading meetings