

<b>Program Name</b>	<b>Communication Skills for Frontline Employees</b>
<b>Level</b>	II
<b>Pre-Requisite(s)</b>	Communication Skills for Frontline Employees – Level I
<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>	Building on the concepts presented in Communication Skills for Frontline Employees (Level I), this next level focuses on building skills for engaging in crucial conversations in the workplace. In addition, you will learn about providing and receiving feedback as well as resolving conflict in the workplace and strategies for building trusting relationships.

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

- Apply the principles of crucial conversations to enhance workplace relationships
- Identify when and how to provide the three main forms of feedback
- Explain the three feedback triggers
- Illustrate the J Curve
- Describe the how people behave in conflict
- Demonstrate strategies for resolving conflict
- Applying the elements of trust in building stronger workplace relationships
- Identify the key characteristics of the four learning styles
- Explain how understanding learning styles affects workplace communication
- List strategies for accommodating someone’s learning style

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

- Crucial conversations
- Giving and receiving feedback
- Conflict resolution
- Building trust
- Learning styles

**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
- Negotiating for success
- Problem solving
- Cultivating a respectful workplace
- Time management
- Leading meetings