



CONTINUING EDUCATION

Course Outline

Communicating with Influence

Real influence is about forging deep connections quickly, listening for disclosure, and striving for open communication outcomes. In this class, learn about different communication styles, fostering open communication regardless of a person's style and how to influence outcomes without utilizing manipulative tactics and persuasion efforts. Other topics include: optimizing first impressions; managing emotions and ineffectual communication habits; and utilizing interpretive listening techniques.

Who Should Take This Course?

This course is for people in business interested in sharpening their communication skills and improving their performance.

Course Objectives

- Increase your ability to communicate effectively in an organizational context.
- Develop an awareness and appreciation of the complexities of the speech communication process, including emotions, past experiences, and communication habits.
- Identify the communication differences between manipulation and influence.
- Expand perception skills, comprehend the effects of self-concept on communication, and understand how meaning is created.
- Explain the importance of nonverbal communication and the value of interpretation of nonverbal messages.
- Develop new listening habits and skills and a systematic method of listening behavior.

Course Info

- Length: 3 hours
- Format: Classroom instruction and demonstration
- Prerequisite: None

Course Content

The first section of this course will cover the communication model and how emotions and communication habits impact interpersonal communication and often drive us to use manipulation or overt persuasion techniques to try to influence others.

The second section will introduce the concept of interpretive listening – a specific active listening technique. This section will also cover each element of interpretive listening, nonverbal cues, language as a means of disclosure, and being present without judgment, and how to utilize the technique in the organizational context.

In the final section, participants will be provided specific real-world communication challenges, and will work in groups and in pairs to utilize the techniques demonstrated in the first two sections to approach resolving them.

Assessment /Evaluation

This course is not assigned a letter or numerical grade. However, in some cases, skill assessments may be administered during the course to gauge progress and comprehension.

Course Completion/Continuing Education Unit (CEU) Letter

If your company requires proof of course completion, or if you would like to have proof for your own records, you may request a Course Completion/Continuing Education Unit (CEU) letter **after the final session of your course**. You must attend* 80 percent of the course (or 100 percent of a single-day course) to qualify for the letter. You can [request a Course Completion/CEU letter online](#).

*Attendance for CEU letters and certificate programs is verified via the sign-in sheets provided at each class session. It is your responsibility to sign-in.

Green River College is committed to providing access to all who visit, work and study on campus. The College will provide reasonable accommodations for individuals with disabilities, with advance notice of need. If you require accommodations, please contact Disability Support Services as soon as possible to determine eligibility and/or request accommodations. Accommodations are determined on a case-by-case basis. Please contact Disability Support by email at dss@greenriver.edu; by phone at 253-833-9111, ext. 2631; TTY 253-288-3359; or in person at the Student Affairs and Success Center, Room 210, to request accommodations. For additional information, please visit www.greenriver.edu/dss.

The accommodations authorized on your forms should be discussed with your instructor. All discussions will remain confidential. Accommodations are not provided retroactively, so it is essential to discuss your needs at the beginning of the quarter. Additionally, only accommodations approved by Disability Support Services will be provided. This syllabus is available in alternate formats upon request. Green River College is an equal opportunity educator and employer. Learn more at www.greenriver.edu/accessibility.