



May 2017 Spotlight

Spotlight Topic of the Month: Effective Communications

Are you an effective communicator?

Sure, they hear you, but are they listening?

Confident interpersonal communication skills are essential for healthy and successful relationships, whether personal or professional. Once you've learned how to apply them, these skills enhance your influence and help you achieve your goals.

The most important tool you have for building rapport with others is communication. But communication can be tricky in diverse organizations, where people have different attitudes, behaviors, and values. Take time to reflect on the following questions as you develop or refresh your interpersonal communication skills.

- **How will I know that others understand me?**
- **Am I giving enough detail to others?**
- **Am I listening to the person I'm speaking to?**
- **Am I making my point?**

Communicators have an enormous advantage if their relationships are based on rapport-building, trust and credibility. [Learning on Demand](#) offers a myriad of resources to help you become a better communicator. Also, Learning on Demand will help you answer the questions above and minimize the risk of miscommunication. Consider the following courses to strengthen your communication skills.

[Leaders are Listeners](#)

Video: 3 Minutes

[Building and Managing Upward Relationships](#)

Challenge: 15 Minutes

[Maintaining a Cohesive Multigenerational Workforce](#)

Course: 25 Minutes

[Choosing the Right Interpersonal Communication Method To Make Your Point](#)

Course: 30 Minutes

If you have any questions regarding the Learning on Demand Spotlight topics, please contact Mary Cornwell at 614-995-0154 or LearningonDemand@das.ohio.gov.