

# Listening Communication Skills

Master Effective Body  
Language Well  
Non-verbal Business Cross Good  
Message Active Empathic  
Cultural Listen



## RESPECTFUL COMMUNICATION AND CONFLICT RESOLUTION

**March 7, 2017**

### Workshop Description:

This workshop moves beyond communication “basics: and examines how what we say can affect those around us. Participants are encouraged to identify their role in contributing to respect, tension or problems in the workplace. Techniques for making sure we understand what someone has said, caring about the way we come across and showing people we value their ideas are shared. This course also addresses ways to resolve conflict while improving relationships.



**This workshop is  
being offered through  
the New York  
State/United  
University  
Professions Joint  
Labor-Management  
Committees**

**Location:  
SUNY Potsdam  
44 Pierrepoint Ave.  
Raymond Hall  
8th Floor Dining Hall  
Potsdam, NY**

**This is a full-day  
workshop  
9:00 a.m. – 4:30 p.m.**

**Application  
deadline  
February 28, 2017**

### **FOR MORE INFORMATION CONTACT:**

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