

COMMUNICATION & MEDIATION

Presented By:
Karen Copeland, Copeland Consulting

Ever wonder if you and your boss are on the same planet, let alone the same work group? Do you seem to keep repeating the same conversation with one of your employees? We can all identify someone who could communicate better, yet we should probably start by looking in the mirror. When you're done with the course you will know the three keys to effective interpersonal communication, know how to overcome communication barriers, and learn tools for mediating difficult situations.