

Key Communication Skills for the Outdoor Industry

Instructor: Dr. Scott Eldredge

Workshop Learning Objectives

- Understand and communicate the significance of analyzing interpersonal communication in personal and professional contexts.
- Demonstrate interpersonal skills in areas such as listening, ethics, verbal and nonverbal communication, among others within personal and professional relationships.
- Evaluate positive and negative effects of communication behaviors and their impact on relationships.
- Bridge differences using communication skills such as active listening and expressing empathy.
- Identify and explain the roles group members may enact through communication, including leadership.
- Understand how components of culture can lead to conflict and misunderstanding.

Workshop Outline

Part 1: What is Communication?

Topics Covered

- Lens model of Communication
- Communication as Goal Oriented
- Relational Theory
- Types of Relationships in the Workplace

Part 2: Communication and Relationship Skills

Topics Covered

- Principles of Communication and Leadership
- Relational Communication
- Non-Verbal Communication
- Active Listening

Part 3: Teamwork and Group Dynamics

Topics Covered

- Define Small Group Communication
- Models of Teamwork and Group Development
- Components of Effective Group Communication
- Decision-making in Teams

Part 4: Conflict Resolution

Topics Covered

- Conflict
- Conflict Styles
- Workplace Incivility
- Intergenerational Conflict