



South Central Public Health Partnership
TRAINING PROFESSIONALS TO PROTECT THE PUBLIC

<http://lms.southcentralpartnership.org/scphp>

Improving Your Communication Skills

Instructor: Timothy Keogh, PhD

Course Description

The purpose of this course is to focus on the communication skills you will need as a leader in a public health department. It is well known that having effective communication skills is crucial to managing staff and clients in a cooperative and functional manner, and that being able to clearly present ideas enhances career mobility. The communication elements discussed in this course are designed to provide insight into your professional and personal communication.

Learning Objectives

- Classify the impact of verbal and non-verbal communication
- Identify behavioral and communication styles
- Examine how we are seen by others
- Explain how different communication styles clash
- Describe how to adjust to the different communication styles
- Weigh the perspectives of others

Core Competencies for Public Health Professionals **Council on Linkages between Academia and Public Health Practice*

- 3A2: Communicates in writing and orally, in person, and through electronic means, with linguistic and cultural proficiency
- 3A3: Solicits community-based input from individuals and organizations

MCH Competencies **Maternal and Child Health Competencies developed by the Association of Teachers in Maternal and Child Health (ATMCH)*

- C12: Effective written and oral communication skills, including accurate and effective preparation and presentation of reports to agency boards, administrative organizations, legislative bodies, consumers, and/or the media using demographic, statistical, programmatic, and scientific information.

To register for this course visit us at
[*http://lms.southcentralpartnership.org*](http://lms.southcentralpartnership.org)