

# The Art of EFFECTIVE COMMUNICATION



Wednesday, Jan 13th, 2021

10:00am – 12:00pm

The Franklin Township Public  
Library System

Speaker: Jan Goodman  
Community Outreach  
Specialist/Career Coach

Greater Raritan One-Stop Career  
Center Training Services

*"Communication is two-sided – vital and profound communication makes demands on those who are to receive it... demands in the sense of concentration of genuine effort to receive what is being communicated."*  
– Roger Sessions

## Points of Discussion:

- Self-Assessments
- Looking at different personality types
- Identifying your Myers Briggs Personality Types
- Defining filters
- Encoding, decoding and sending messages
- Culture
- Gender
- Active listening
- Paraphrasing statements
- Nonverbal messages
- Handling Conflict
- Being assertive, not aggressive
- Communication preferences
- Communication models

## How You Will Benefit:

- Understand a working definition of communication.
- Review communication models and their key elements.
- Apply Myers Briggs personality assessments to develop effective communication skills.
- Investigate different styles of communicating.
- Learn how tolerance for disagreement affects effective communication.
- Identify common communication filters.
- Learn new tools for effective communication.

**Please note this is a virtual workshop via Zoom.  
Registration is required.**

**A link to the Zoom workshop will be included  
in your Confirmation email.**

Please contact Kerri Sullivan at:  
[ksullivan@franklintwp.org](mailto:ksullivan@franklintwp.org)



A proud partner of the [americanjobcenter](https://www.americanjobcenter.com) network



Where Ideas and People Meet

This program is in partnership with the  
Greater Raritan One-Stop Training Center