



## Communication Skills for Housing Managers: Participant s Workbook

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By -

Bibliogov, United States, 2013. Paperback. Book Condition: New. 246 x 189 mm. Language: English . Brand New Book \*\*\*\*\* Print on Demand \*\*\*\*\*.Managers spend a great deal of time interacting with other people - - residents, employees, and supervisors. The overall goal of this workshop is to enable you to communicate more effectively. Accordingly, it has four major learning objectives: 1.To enable you to name four (4) qualities of a good listener, 2.To enable you to define seven (7) elements of a communications model, 3.To enable you to identify five (5) principles of a good communication, and 4.To enable you to list two (2) responsibilities of managers with respect to feedback. These learning objectives are, simply, measurable statements about the specific know1 edge participants are expected to acquire in the workshop.



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