

HUMAN RESOURCES - INTERPERSONAL - PART 1 - COMMUNICATION



Training Hours

CAR-1003 Networking	1.0
COM-1002 Effective Communication	1.0
COM-1003 Verbal Communication	1.0
COM-1004 Written Communication	1.0
COM-1005 Nonverbal Communication	1.0
COM-1006 Listening Skills	1.0
COM-1007 Workplace Communication	1.0
COM-2001 Conflict Resolution - Understanding Conflict	1.0
COM-2002 Conflict Resolution - Communication Skills	1.0
COM-2003 Conflict Resolution - Managing Conflict	1.0
COM-2004 Introduction to Technical Writing	1.0
COM-2005 Successful Documentation	1.0
CRI-1002 The Critical Thinking Process	1.0
CRI-1003 Developing and Evaluating Arguments	1.0
CUS-1005 Building Customer Relationships	1.0
CUS-1008 Dealing with Difficult Customers	1.0
CUS-1009 Responding to Customer Complaints	1.0

Total estimated training hours: 17

The Precision Metalforming Association is recognized by SHRM to offer Professional Development Credits (PDCs) for SHRM-CP® or SHRM-SCP® recertification activities. This skill set is worth 17 PDCs.

