



Course Title: AIChE's Interpersonal and Communication Skills for Chemical Engineers

Course ID:	Course Type:
AIChE's Interpersonal and Communication Skills for Chemical Engineers	eLearning Course
http://www.aiche.org/ela146	

Course Outline

Module 1: Interpersonal Skills

- Focusing on others
- The other person's self-esteem
- The power of expectations
- Understanding others
- How we make others feel, and vice-versa
 - Criticism and confrontation
 - Lifting others up
 - Passive, aggressive, and assertive communication
- Attitude and motivation
- Being considerate
- Conscious kindness
- Coaching and mentoring
- Using resources; diversity
- Leadership and management styles
- Module 2: Communication Skills
 - One-on-one communication
 - Communication challenges
 - Telephone and electronic communication

- Asking questions
- Listening
- Non-verbal communication
- Effects of gender on communications
- Meetings
- Interviews
- Giving talks
 - Visual aids
- Written communications
 - Clear, concise writing