



## Effective Communication Learning Opportunities

[Cultivating a Professional and Engaging Persona on Your Video Calls](#): Recording Available starting the week of October 19th

This training will teach best practices for creating a professional and engaging persona during a video call. Our expert instructor will demonstrate simple tips and strategies for improving the quality of your physical surroundings and your presentation style during video calls. We will discuss how to:

- Place your laptop in the right position to maximize your lighting and appropriately frame yourself on screen
- Choose a background that does not offend or disturb others
- Reduce unnecessary movement to minimize distractions
- Maintain appropriate eye contact and body language that resonates with others online

[Communication Strategies to Confront Toxicity in the Workplace](#): Recording available October 1st

If you've ever worked in a toxic environment, you know that one of the biggest challenges is confronting the toxicity head-on through conversation. It can be difficult to navigate these conversations because they require you to be direct yet kind.

Join us online for a two-hour training to practice the art of communicating through toxicity. Our expert instructor will provide tips and strategies for how to have a clear, authentic, and vulnerable conversation that can help you address toxicity in your workplace.

[Managing Conflict](#): Recorded Webcast

Without regular human interaction that can often mitigate friction, frustrations with co-workers can build into unmanageable disagreements. Learn how to identify the source of your conflict with a co-worker and how you can both come to common agreements for working together.

### ***Session 1: Identifying the Source of Conflict***

You will be introduced to practical tools that can be used to address conflict in its earliest stages before it becomes a formal dispute. In this first session, you will learn how to identify the source of your conflict. Is it Structural, Process, Personal, or Organizational?

### ***Session 2: Developing Your Conflict Management Strategy and Action Plan***

In this second session, you will workshop your conflict management strategy by identifying underlying interests, resources, and control that you have. You will leave with an action plan for addressing your conflict for which you will receive feedback from peers and the facilitators.

[academicimpressions.com](http://academicimpressions.com)

5299 DTC Blvd., Ste. 1400  
Greenwood Village, CO 80111

T: 720.488.6800  
F: 303.221.2259