

# HUMAN RESOURCES - INTERPERSONAL - PART 1 - COMMUNICATION



## Training Hours

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

