**Module 10**

Strong communication skills that complement your leadership skills are essential to connect with others in the workplace. In this module, we’ll address both verbal and non-verbal communication skills and techniques – both are important if you want to improve your communication effectiveness. You will learn four different behavioral styles of communication and which approaches work best for different people in your bank. We’ll also explore the impact of multi-generations in the workplace and communication styles. Special Note: Be sure to review the supplemental handouts on active listening and providing feedback.