

Communication: Building Credibility as HR Professionals

Intended Audience	Early-Career	Delivery Options	1-Day In-Person (Onsite or Seminar)
HR Competencies	<ul style="list-style-type: none">• Relationship Management• Communication• HR Expertise (HR Knowledge)	Recertification*	<ul style="list-style-type: none">• SHRM: 7.25 PDCs• HRCI: 7.25

Program Overview

Learn to build and sustain credibility to take on the challenges you face as an HR professional. Gain the skills to cultivate meaningful relationships within your organization, which helps to drive strategic business efforts. Practice organizing your communication so that it delivers the desired impact to your audience.

Program Objectives

This program is designed to provide you with the knowledge and skills necessary to:

- Describe personal credibility and the behaviors that set HR professionals up for success.
- Build credibility through impactful communications.
- Deliver specialized expertise and advice to your organization as an internal consultant.
- Develop trusting relationships across the organization that foster personal and organizational success.

Program Modules

This program includes the following modules:

- Module 1: Credibility: Setting Up for Success
 - Components of personal credibility
 - Developing confidence
 - Challenges/Barriers for HR professionals
- Module 2: Communicating with Style and Substance
 - Communicating in the workplace
 - Your communication style/preference
 - Written communications
 - Spoken communications
 - Active listening

- **Module 3: Building Internal Consulting Expertise**
 - Consulting defined
 - Modes of organizational consulting
 - Consulting process in action
- **Module 4: Relationship Management: Building Trust and Adding Value**
 - Defining trust and its meaning to the HR profession
 - Trust builders
 - Trust busters
 - Rebuilding trust and credibility