

# Interpersonal Skills

## 1 day course

### Objective

This course is designed to provide the delegate with the skills necessary to promote success within a business environment, by increasing understanding of interpersonal communication and relationships and to develop techniques within these areas

### Skills Gained:

- Understanding behaviour categories
  - Being aware of personal ego states
  - Develop productive listening skills
  - Read and understand non- verbal communication
  - Develop approaches towards relationships and conflict
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### Course Content:

#### Day 1

##### Analysing Behaviour

- Exploring relationships with others - how we are perceived by others
- Understanding and maximising the advantages of our own personality
- Understanding personal leadership style and its effect on others
- Transactional and behavioural analysis

##### Approach Development

- Understanding our impact on others
- Giving and receiving positive and critical feedback
- Appreciating life positions
- Increasing sensitivity in building relationships
- Handling personal criticism positively
- Learning to manage relationships with subordinates,peers and managers

##### Lessons Learnt

- Set Appropriate Client Expectations
- Communicate Effectively with the Client
- Diffuse Anxiety Levels
- Deal Professionally with Frustrated Customers
- Reduce Miscommunication
- Endorse Credibility and User Confidence

#### Day 2

##### Mastering Communication

- Communication barriers
- Establishing common ground between people
- Identifying/developing approaches for relationships
- Recognising, promoting and utilising feedback
- Developing active listening techniques
- Identifying/understanding game playing
- Developing confidence in relating to others
- Dealing with conflict

##### Practical Session

##### Summary

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