

DURATION: A one day course

SUITABLE FOR: Anyone who would like to enhance their performance by improving their working relationships. The course is designed to help you to develop your people skills and examine the ways you communicate and deal with clients, suppliers and internal colleagues at all levels.

COURSE OUTLINE:

OBJECTIVES:

By the end of the course delegates will be able to:

- Have identified their individual Interpersonal Skills
- Understand how to improve their Communication skills
- Understand the difference between Submissiveness, Assertiveness and Aggressiveness
- Learn how to communicate with others in a way which helps to get your message across taking into account possible differences in working and communication styles
- Have discussed and practiced how to use effective people skills in a variety of workplace situations such as Influencing and Persuading
- Develop skills in successful
- Delegation and handling constructive Criticism
- Learn how to improve working relationships
- Create an Action Plan for the future

PROGRAMME:

Introduction & Workshop Objectives

- Finding out what you want to achieve today

Interpersonal Skills

- What are Interpersonal Skills?

Communication Skills

- Ways how to improve the effectiveness of your communication and reduce misunderstandings
- The importance of active listening
- Questioning and paraphrasing technique

Assertiveness Skills

- What is Assertiveness?
- What is the difference between Submissiveness, Assertiveness and Aggressiveness
- How Assertive are you?

Understanding and valuing differences

- Appreciation of different communication and working styles
- Find out which style you prefer
- Practice adjusting the way how you communicate to the style of the person we talk or write to

Practising various Interpersonal Skills

- What is the crucial question when Persuading other people?
- How can you Influence people around you?

Feedback and Delegation – Applying Interpersonal Skills

- How to Delegate effectively
- Handling Criticism constructively

Summary and Close

- Review the main Learning Points from the workshop
- Creating an Action Plan for the future