

**DURATION:** One day

**SUITABLE FOR:** Individuals that would like to enhance their performance by improving their working relationships with colleagues, clients or their team.

## Objectives

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**By the end of the course you will be able to:**

- Identify your individual Interpersonal skills
- Use improved communication techniques
- Recognise the difference between submissiveness, assertiveness and aggressiveness
- Communicate with others in a way which helps to get your message across
- Implement influencing and persuading skills
- See how to use effective people skills in a variety of workplace situations
- Successfully delegate and handle constructive criticism
- Improve your working relationships through strategies you develop

## Programme

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### Introduction & Workshop Objectives

#### Interpersonal Skills

- What are Interpersonal Skills?

#### Communication Skills

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

#### Assertiveness Skills

- What is assertiveness?
- 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
- Practise adjusting the way you communicate to the style of the person you talk or write to

#### Practising Persuasion and Influencing

- 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

#### The way forward

- Taking ideas back to the workplace and putting them into action



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6 Learning Hours, 6 Points

For more information or to book please call **020 7256 6668** or email [enquiries@gbclearning.co.uk](mailto:enquiries@gbclearning.co.uk)