



Webinar Events
live & interactive

GBC *learning*



Effective Interpersonal Skills

Delivered as: Interactive Workshop or Tutor-led Webinar

Live and interactive with exercises, discussion and actions to take away

Suitable for: Individuals that would like to enhance their performance by improving their communication skills and working relationships with colleagues, clients or their team.

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

- Identify your individual interpersonal skills
- Use improved communication techniques and get your message across
- Recognise the difference between submissiveness, assertiveness and aggressiveness
- Use assertive responses to build and maintain relationships
- See how to use effective people skills across different types of people and workplace situations
- Implement influencing and persuading skills
- Successfully receive feedback and handle criticism constructively
- Improve your working relationships through strategies you develop

Interpersonal Skills

- What are Interpersonal Skills?
- Building on your success

Communication Skills

- Improve the effectiveness of your communication
- Listening – the critical element of communication to make a big difference
- Asking questions and paraphrasing – techniques to reduce misunderstanding

Assertiveness Skills

- What is assertiveness?
- The difference between submissiveness, assertiveness, and aggressiveness
- How assertive are you?

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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?

Receiving Feedback and Improving Relationships – Applying Interpersonal Skills

- Handling Feedback - handling criticism constructively
- Improving working relationships

Action Plan

- Recap key learning points
- How to keep it up and develop back at work

Other Topics to Supercharge Your Career and Relieve Stress:

- Managing People Effectively Level 1
- Managing People Effectively Level 2
- Effective Business Communication
- Self-Esteem and Assertiveness

For more information or to book please call **020 7256 6668, Option 2** or email **info@gbclearning.co.uk**



CPD Certified
6 Learning Hours, 6 Points