

Developing Successful Interpersonal Skills | 3 Days

In our inter-connected world, good communication and cooperation is key to working efficiently. Respectfully engaging with others can enhance or inhibit workflow and be the difference between the success or failure of a project or an entire organization. This course will prepare you for the collaborative situations inherent in every facet of business, whether working with colleagues, partners, vendors, or clients.

WHO SHOULD ATTEND:

Managers and other professionals who want to gain the critical skills to successfully interact with or lead others through cooperative teamwork, as well as those desiring to improve their overall communication skills.

JOB ROLES:

Personal Development
Leader of Teams/Projects
Leader of Managers/Departments
Leader of Organizational Strategy

OBJECTIVES:

- Recognize the difference between hearing and listening
- Enhance interpersonal relationships through the use of verbal and non-verbal communication
- Apply techniques to move towards high quality conversation
- Create a positive impression through a powerful introduction
- Influence others through sharing perspectives and opinions constructively
- Use logic and emotion to persuade and collaborate
- Identify ways of sharing thoughts and opinions constructively
- Prepare for and conduct simple negotiations

COURSE OUTLINE:

The Importance of Interpersonal Skills

Verbal Communication Techniques

Hearing versus Actively Listening
Connecting with Powerful Communication

Non-Verbal Communication

Understanding the Elements of Vocal Delivery
Interpreting and Applying Body Language
Building Self-Awareness

Creating a Powerful First Impression

Creating a Powerful Introduction
Cultivating Your Impact

The Art of Conversation

Mastering the 4 Levels of a Conversation
Moving a Conversation Along
Applying Tools for Deepening Conversation

Influence and Persuasion

Influencing Others
Seeing the Other Side
Building Bridges
Extending Your Influence

Interacting Positively

Applying Logic and Owning Emotions
Disagreeing Constructively
Bringing People to Your Side
Building Consensus

Negotiation Basics

Planning for Negotiation
Managing the 4 Stages of Negotiation
Arriving at an Agreement

We Ensure Personal & Professional Growth Through:



TOPIC-SPECIFIC, REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY

eBooks, On-Demand Courses, Quick Videos,
Personal & Team Assessments, Tools & Templates.