

Interpersonal Skills Course Outline



Getting on well with our colleagues is the oil that makes the cogs turn at work, yet far too often productivity is affected by miscommunication and misunderstandings. Much time is wasted sorting out communication problems that could have been avoided in the first place.

This course gives delegates an opportunity to review how they currently interact, think about the potential consequences and then gives them opportunity to learn and practise techniques to improve their communication and behaviour.

The results should be clearer communication, better relationships, and improved focus on the task at hand.

Content

- What affects our communication?
- The role of rapport and how to build it
- Standing up for yourself - assertiveness techniques
- Questioning and listening for better understanding
- Reaching agreement
- Checking perception
- Giving and receiving criticism
- Adapting personal style



Outcomes

By the end of the day, you will:

- Have awareness of your current level of competency
- Have identified areas for improvement and will strategies for dealing with them
- Have increased knowledge of interpersonal skills
- Have practiced interpersonal skills exercises in a safe environment

About Our Training

All our courses give you:

- An insight into current thinking and good practice
- A range of practical tools and strategies you can use to help you do the job better
- Space to reflect on your current skills and behaviour

Every course will be enjoyable, engaging, interactive and fast paced.

Training should never be a drudge. We believe that learning is inextricably linked to enjoyment. The better the experience, the greater the learning. We always have a light touch and an easy manner that makes it easy to engage with the topic at hand.

There is no chalk and talk or death by PowerPoint here. All the content will be relevant, too. We are always purposeful and focused and haven't got time to waste building towers out of straws. We are much more concerned with seeing pennies drop, lightbulb moments and equipping you to thrive at work.



Get in touch to find out what we offer and how we can help you.

