

Effective Interpersonal Skills

Course Objectives

By the end of the workshop you will:

- understand the importance of effective interpersonal communication;
- appreciate the impact of non-verbal components of communication;
- be able to apply different communicating styles to different situations;
- have received helpful feedback, in a supportive manner;
- have developed your listening, assertiveness and influencing skills;
- be more effective when working with people to get improved results;
- have an action plan to take forward.

Course Programme

0915

Assemble and coffee

0930

Introductions and Course Objectives

Effective Interpersonal Communication

- blockages to communication
- useful tips to keep communication clear
- non-verbal aspects

Practising effective interpersonal communication

Response to conflict questionnaire

Introducing 'NLP'

- building rapport
- showing empathy
- understanding intentions and motives

Lunch

Assertiveness and influencing skills

Practising assertiveness and influencing skills

Managing relationships

Review and action plans

Evaluation and close

1630