

Interpersonal Skills

AUDIENCE

The course has been written for team leaders and managers who wish to improve the interaction they have with others and to develop greater competence and confidence when handling difficult situations.

SUMMARY

Research has shown that people who have the ability to consciously 'manage' the way in which they interact and relate to others are significantly more successful in achieving their goals. This three-day course will increase the participant's awareness of techniques that assist in the development and maintenance of superior working relationships. The course has a scheduled six-week break between the second and the third day. Participants are encouraged to define two or three areas in which they would like to make an improvement during this period.

COURSE AIMS

By the end of the course participants will:

- *Differentiate between non-assertive, assertive and aggressive behaviour and be aware of which of these is their predominant style. They will also be familiar with strategies that will help them to be assertive in a range of situations.*
- *Identify the ingredients to develop self-confidence.*
- *Understand the responsibilities of participants in meetings as well as understanding some of the approaches that may prevent a meeting from being as productive as it might.*
- *Use effective communication and understand how their own behaviour influences the behaviour of others.*
- *Employ strategies to understand and modify their own behaviour and unproductive feelings.*

COURSE SESSIONS

- *Giving and receiving feedback*
- *Assertiveness*
- *Developing self-confidence*
- *Transactional Analysis – Parts 1 & 2*
- *Non-verbal communication*
- *Dealing with difficult people*
- *Behaviour Modification Strategy*
- *Meetings and discussion leading.*

A full and detailed syllabus is available. Simply email us or visit our website to request further information. Alternatively call us on the number below.