

# **EFFECTIVE INTERPERSONAL AND COMMUNICATION SKILLS (1-Day Workshop)**

Many business situations depend upon your ability to use interpersonal and communication skills, whether it is verbal or non-verbal both with individuals and groups of people.

These communication situations can involve you in persuading; listening; negotiating; finding out information; motivating employees; dealing with inter-personal difficulties; changing attitudes and gaining agreement.

Each type of communication situation will require a Manager or Supervisor, to practice and use different combinations of interpersonal and communication skills.

This workshop trains Managers and Supervisors in a variety of interpersonal and communication skills; and gives them practice in their use.

## **Objectives:**

- ◆ To understand what helps and hinders effective communication and relationships with other people.
- ◆ To develop and have the opportunity to practice a variety of skills and techniques for achieving effective communication and positive relationships.
- ◆ To improve your ability to make contact and communicate with others in the most appropriate way.

## **Learning Methods:**

This is a highly practical and participative workshop. Learning Methods include:

- Development of knowledge and skills through inputs.
- Application and practice of a variety of communication skills.
- Reviewing and refining these skills.
- Pair, trio and group work.
- Use of videos to demonstrate some of these communication skills.
- Detailed handouts and notes.

## **Who Should Attend:**

All those Managers whose work depends on having effective communication with others, persuading them, ensuring their co-operation, changing attitudes, and building relationships.

## CONTENTS OF THE WORKSHOP INCLUDE:

- Developing the Skills to Express Your Message and Ideas Clearly: in One-to-One and Group Situations.
- Learning the Skills of the 3 Parts of the Communication Process:
  - Overall Impression; Content; Delivery.
- Making a Good First Impression and Project a Positive Image.
- Building Rapport, and the Key Interpersonal Skills.
- Active Listening and Responding Skills and Techniques.
- Ways of Helping Others to Listen to Your Message, so that they Understand It.
- Different Types of Questions, and How To Use Them.
- Questioning Strategies and Techniques.
- Using Questioning and Active Listening Skills with Colleagues, Staff and Customers.
- Persuasive Communication:
  - Selling your Ideas and Requests, and Handling Others Objections
- Practising Key Communication Skills for Influencing Others.
- Interpreting and Understanding the Meaning of Non-verbal Behaviours.
- Effective Ways of Running a Meeting, and also when Communicating as a Group Member.
- Understanding the Different Communication Styles:
  - Identifying your Preferred Style.
  - How To Communicate with People Who have a Different Style.

### Number Of Delegates

Because of the interactive nature of this workshop, a maximum number of 12 people can attend the workshop.

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