



Interpersonal Skills

Aims

This interactive course is specifically designed to enhance participant's interpersonal communication and relationships, develop self-confidence and influencing skills.

Objectives

By the end of this course you will be able to:

- Learn how to create a positive working relationship with colleagues and customers
- Identify ways of expressing yourself more effectively
- Understand your own behaviour type and that of others
- Effectively deal with challenging situations and confrontation

Who Should Attend

Anyone who is interested in understanding and developing their relationships with themselves and others.

Course Content

- Personality types
- Behaviour analysis
- Getting your message across
- Communication issues and listening skills
- Male / female communication
- 7 steps to achieving effective rapport
- Key elements to assertive communication
- Four principles for effective communication
- Person action plan

Duration

1 Day