



STRATEGIC DIRECTION



TRAINING ON TARGET

Interpersonal Skills

Purpose

To teach skills for dealing with colleagues and customers whose expectations and style of working is different from our own.

The Need

Too much time, energy and other resources are wasted through the frustration of dealing with people whose communication styles and habits differ from ours. They may be aggressive, pedantic, cold, overbearing, over-emotional, easily distracted or poor listeners. They may be seeking too much praise, be indecisive or rash, insufficiently open about their concerns or just not a team player.

It is nevertheless vital to work productively with these people, making good decisions, collaborating effectively and improving levels of motivation and Commitment.

Contents

The program covers: -

- ▶ Pre-course questionnaires
- ▶ Perception pitfalls
- ▶ Understanding communication styles
- ▶ Handling stress
- ▶ Feedback on one's own communication styles
- ▶ Style recognition
- ▶ Behavioural modification

As well as practising the skills within the session, participants develop specific strategies for improving working relationships with five real colleagues/customers. One of these is developed into a more detailed action plan with input from other course participants.

Benefits

- ▶ Understand needs & expectations of others
- ▶ Improved working relationships
- ▶ Improved quality of decisions
- ▶ Improved negotiations and teamwork
- ▶ More effective use of time
- ▶ Fewer misunderstandings
- ▶ Reduced stress

Participants

Managers, sales people, team members, negotiators – anyone for whom effective communication is job-critical.

Duration and Format

Two days, plus pre-course questionnaires. Large and small group discussion, video examples, practice sessions, action planning.