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Learning Style: Virtual Classroom

Technology:

Difficulty: Beginner

Course Duration: 1 Day

Developing Successful Interpersonal Skills



About This Course:

The ability to work effectively with others is the hallmark of great team members and leaders. Without the ability to understand how your words and actions may be interpreted, you run the risk of sabotaging your team’s and organization’s goals, as well as your own professional development. As easy as it sounds, interacting with others in positive ways that promote great collaboration is not easy for many. A less stressful and more constructive and enjoyable approach to interpersonal

interactions can be learned and will benefit everyone.

Course Objectives:

- Understand the importance of interpersonal skills and what contributes to one’s ability
- Practice five essential competencies for successfully interacting with others
- Utilize multiple aspects of communicating to make interpersonal connections
- Recognize different levels of conversation depth and how to navigate them
- Challenge habits and reframe situations to build confidence for easier interpersonal interactions

Audience:

- Managers and other professionals who want to gain the critical skills to successfully interact with or lead others through cooperative teamwork, as well as those desiring to improve their overall communication skills will benefit from this course.

Prerequisites:

- None

Course Outline:

Verbal Communication Techniques

- Hearing versus Actively Listening
- Connecting with Powerful Communication

Non-Verbal Communication

- Understanding the Elements of Vocal Delivery
- Interpreting and Applying Body Language
- Building Self-Awareness

Creating a Powerful First Impression

- Creating a Powerful Introduction
- Cultivating Your Impact

The Art of Conversation

- Mastering the 4 Levels of a Conversation
- Moving a Conversation Along
- Applying Tools for Deepening Conversation

Influence and Persuasion

- Influencing Others
- Seeing the Other Side
- Building Bridges
- Extending Your Influence

Interacting Positively

- Applying Logic and Owning Emotions
- Disagreeing Constructively
- Bringing People to Your Side
- Building Consensus

Negotiation Basics

- Planning for Negotiation
- Managing the 4 Stages of Negotiation
- Arriving at an Agreement