

Interpersonal Skills

“If there’s even one secret of success, it lies in the ability to get the other person’s point of view and see things from that person’s angle as well as your own.” Dale Carnegie

Healthy interpersonal relationships are critical to an individual’s personal and professional life. When team members get along well with each other, work gets done and productivity is improved. On the other hand, when team members spend too much time resolving issues arising from misunderstandings and miscommunication, productivity is affected negatively.

In this experiential workshop, the participants will get an opportunity to review how they currently interact and think about the potential consequences. They will also learn techniques to improve their communication and behaviour including perception, attitude, listening, verbal and nonverbal messages, assertiveness and dealing with conflict.



Course Objectives and Content

KEY LEARNING OBJECTIVES

1. Demonstrate an understanding of interpersonal skills as part of effective communication processes.
2. Identify the significance of attitudes, values and perceptions in interpersonal communication.
3. Identify the effects of behaviour on interpersonal communication.
4. Utilise effective interpersonal communication skills to build strong relationships.

WHO IS THIS FOR?

This programme is best suited for everyone in the organisation.

COURSE CONTENT

1. Creating self-awareness to understand individual preferences as well as those of others.
2. Adapting personal style in order to build rapport with others.
3. Effective verbal and non-verbal communication techniques.
4. Questioning and listening for better understanding.
5. How to apply assertiveness techniques.
6. Attitude and perception as catalysts of healthy interpersonal relationships.
7. Tips on giving and receiving feedback.
8. Personal power & influencing skills.
9. Conflict management strategies and techniques.
10. Dealing with difficult people.

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