

DEVELOPING INTERPERSONAL SKILLS COMMUNICATING FOR SUCCESS IN BUSINESS ARENA

DURATION – 2 DAYS

Of all the challenges faced by professionals today, developing Strong Interpersonal Skills ranks as one of the biggest – and most critical. In fact, studies show their ability to work with people can MAKE THE DIFFERENCE between project failure and success.

Investing Two Days working on your Interpersonal Skills will pay huge dividends & with some dedicated practice, you'll find you'll be able to work well & Excel when it comes to Managing People at work.

ABOUT THE PROGRAM

Developing INTERPERSONAL SKILLS is a TWO DAY Interactive Program that provides a practical foundation for enhancing your Interpersonal Skills.

It relies on proven organizational learning principles - Slides, Discussions and Role-Playing, Systematic Trainer Inputs, & presents content in a Straightforward, Informative, and Entertaining way.

PROGRAM OVERVIEW

SESSION 1 - ICE-BREAKING : INTRODUCTION & EMOTIONAL QUOTIENT(EQ) AUDIT

SESSION 2 - APPRECIATING EMOTIONAL INTELLIGENCE (EI)

- Concept of EI & understanding Its relevance in business
- EI Application in MY Work Environment : Do I NEED it and WHERE am I (Proficiency Level) ?

SESSION 3 - EFFECTIVE INTERPERSONAL COMMUNICATION SKILLS

- Understanding self – Jo Harris window
- Types of people and handling them | Approaches for convincing others

SESSION 4 - INTERPERSONAL STYLES & EFFECTIVENESS

- Understanding Different Styles of Influencing | Identifying Individual Dominant Style
- Appreciating how does it affect an individual and others around him ?
- Managing the **Styles-Mix** for **Optimizing Interpersonal Skills Effectiveness**

SESSION 5 - ASSERTIVENESS

- Assertive vs Aggressive
- Individual Orientation
- Underlying reasons for preferred style | Overcoming Limitations

SESSION 6 - VALEDICTION

WHO WILL BENEFIT FROM THIS COURSE

Executives, Team Leaders, Supervisors, Middle Level/Senior Managers

PROGRAM OUTCOME

At the end of the program the participants will be able to –:

- ◆ **Convey the RIGHT MESSAGE** — including how to say “no” and “I don’t understand” in a collaborative way
- ◆ Effectively deal with a variety of PERSONALITY TYPES & Effectively HANDLE CONFLICTS that arise with teammates and customers
- ◆ Convey their VISION more clearly | UNITE THEIR TEAM MEMBERS around company goals