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## **Interpersonal Skills**

This course looks at a number of communication strategies designed to improve the quality of your interactions with managers and colleagues. As you would expect, the course is highly interactive and provides multiple opportunities to practice skills in a confidential and supportive environment.

Who should attend? The course is suitable for managers and staff who wish to improve their communications skills or wish to review some of the contemporary theory.

Programme Information. One day duration. Up to 12 delegates.

Costs: £650 plus tailoring plus out-of-pocket expenses

## **Competency Development Areas**

- Building Relationships
- Influencing & Persuading
- Team Working & Knowledge Sharing
- Active Participation

## **Programme Content**

- Objectives and Success Factors
- A Communication Model; Barriers to effective communication
- Self awareness (Questionnaire); Event analysis
- Assertiveness
- Transactional Analysis
- Negotiation; Game theory
- Influencing & persuading; Personal style inventory
- Questioning & listening
- Non-verbal communication
- Giving & receiving feedback
- Dealing with anger & aggression
- Action Planning