



## Interpersonal Skills – Working with others

### Who Would Benefit?

This course will teach you ways of communicating effectively with your teams, co-workers and managers. Through a mixture of self-assessment, discussion and activities, you will discover some new ideas about communication reinforce some established ideas and learn how to put them into practice.

### Objective

You will gain enhanced confidence in your ability to form productive working relationships through clear and influential communication.

### Content

- Why communication goes wrong
- Barriers and misunderstandings
- Using transactional analysis
- Three ego states
- Crossed wires
- Ways of putting it right
- Understanding people's behaviour
- Styles of behaviour
- Developing an appropriate style
- How to get the message across
- Words and body language
- Influencing and persuading
- Your personal style
- The two P's of persuasion
- Two techniques of NLP (Neuro- Linguistic Programming)
- Seven factors that affect building rapport
- The importance of listening
- Ten tips for listening
- Asking the right questions
- Protecting your personal style
- Your values and motivation
- Establishing goals
- Using emotional intelligence
- Applying skills
- Choosing effective feelings and behaviour

### Duration

One day