



4D Training

Interpersonal Skills for People Managers

Who Would Benefit?

Anyone whose success in terms of their influence as a manager, professional or technical specialist is measured by their ability to build face to face relationships with others in their team, their colleagues and other work groups.

Objective

Following this workshop delegates will be able to accomplish goals and gain commitment and cooperation from others through use of improved interpersonal skills. Deal with breakdowns in communication by exploring the gap between intent and effect. Be able to use a six step assertiveness model choosing the most appropriate assertion to achieve win-win.

Content

- What do we mean by interpersonal skills and why are they important
- Listening, questioning – the barriers to effectiveness
- Non verbal communication and active listening
- Power and influence
- Discussion skills to allow a free flowing dialogue
- Clarifying and confirming to uncover information and check understanding
- Constructive criticism to give critical feedback which promotes action
- Managing differences to resolve potential conflict
- Crediting to encourage good performance
- The six steps of assertion from 'basic' to 'sanctions'

Duration

One day

Associated Courses:

'Teambuilding and Team leading Skills' focuses on leadership style and the techniques of team management or leadership such as motivating the individuals, the team and achieving the task

Minimum Numbers

Three delegates