

Interpersonal Skills Workshop

Course Duration 1 Day

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. Your participants will identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.

The Interpersonal Skills workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

Course Objectives

At the end of the course participants will be able to:

- Understand the difference between hearing and listening
- Know some ways to improve the verbal skills of asking questions and communicating with power.
- Understand what is 'non-verbal communication' and how it can enhance interpersonal relationships.
- Identify the skills needed in starting a conversation.
- Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.
- Understand how seeing the other side can improve skills in influencing other people.
- Understand how the use of facts and emotions can help bring people to your side.
- Identify ways of sharing one's opinions constructively.
- Learn tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation.
- Learn tips in making an impact through powerful first impressions

Course Outline

Verbal Communication Skills

Listening and Hearing: They Aren't the Same Thing
Asking Questions
Communicating with Power

Non-Verbal Communication Skills

Body Language
The Signals You Send to Others
It's Not What You Say, It's How You Say It

Making Small Talk and Moving Beyond

Starting a Conversation
The Four Levels of Conversation

Moving the Conversation Along

Asking for Examples

Using Repetition
Using Summary Questions
Asking for Clarity and Completeness

Remembering Names

Creating a Powerful Introduction
Using Mnemonics
Uh-Oh...I've Forgotten Your Name

Influencing Skills

Seeing the Other Side
Building a Bridge
Giving In Without Giving Up

Bringing People to Your Side

A Dash of Emotion
Plenty of Facts
Bringing It All Together

Sharing Your Opinion

Using I-Messages
Disagreeing Constructively
Building Consensus

Negotiation Basics

Preparation
Opening
Bargaining
Closing

Making an Impact

Creating a Powerful First Impression
Assessing a Situation
Being Zealous without Being Offensive