Effective People Skills Training

Description

Introduction

This compelling course teaches delegates on how to build and project a self-confident image, create better relationships with key people, and polish their communication skills to directly influence the rate that their career grows.Today more than ever, personal success comes down to interpersonal effectiveness – the capacity to work with others to get things done. Effective People Skills will arm you with a rich and powerful range of skills and methods to help you gain the full benefits of interpersonal excellence.

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This course will feature:

- The components of effective communication to one or to many
- Methods for developing strong work relationships
- The impact of group dynamics on teams, departments and organizations
- Key skills and strategies for working in teams
- How to maximize your personal empowerment and productivity

objectives

By the end of this course, participants will be able to:

- Define the keys to communicating honestly, directly, and professionally
- Employ the interpersonal behaviors that nurture good working relations
- Identify the principle elements of teams, their types and stages of development
- Apply communication skills and strategies to negotiation positive conflict outcomes for all parties
- Demonstrate a higher level of personal power and increased productivity

Contents

Day One

The Core Interpersonal Skill

- Person-to-person communication
- Barriers to effective communication
- Non-verbal communication
- The Active listening model
- Styles of communication
- Preparing and delivering great presentations

Day Two

Building Winning Working Relationships

- The TRUST Factor
- Avoiding the collusion phenomenon
- A Change Of Heart
- Interpersonal Dialogue: Core Principles
- Understand the definition and meaning of interpersonal
- Harnessing harmful behavior

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Day Three

Understanding Groups and Team Dynamics

- High performing teams vs. traditional work group
- The three elements of high performance teams
- Understanding the types of teams
- The stages of team development
- Team member styles
- Capitalizing on the team player styles within your team

Day Four

Teamwork and Collaboration

- Giving and receiving effective feedback
- Dealing with conflict Constructively
- Symptoms of conflict situations
- Getting to win-win
- Understanding team player styles
- Fostering and encouraging team creativity

Day Five

Increasing Personal Productivity

- Growing your personal power
- Achieving emotional excellence inner mastery
- Our time and your life

- Growing personal productivity
- Direction through personal Integrity
- Designing a strategic plan for your life and career

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