

## Interpersonal Skills

### Learning Objectives

This 1 day course is really about the basic courtesies of living and working with other human beings; the things that became lost in the greedy 80's and have been obscured by the shallow fashions of the 90's. It is about the behaviour, which has been 'downsized' and 'out-placed' rather as those words are used to disguise the twin brutalities of overwork and redundancy. During the course delegates will learn to deal with other people effectively and be aware of their own behaviour too. Differences of direction and motivation, personality, ethnic group, gender, class and ability can all bring problems. This course provides some powerful ideas for preventing people problems, resolving conflict and building harmonious workplaces and homes.

### Pre-Requisites

This course is designed for anyone within an organisation, who deals with 'people', such as human resources, secretarial, sales, marketing, supervisory and managerial staff.

#### Topics:

##### Grounding

- ✚ Getting started
- ✚ How not to be a victim
- ✚ Escaping the cycle
- ✚ The moment of choice

##### Listening

- ✚ Why listening is important
- ✚ How to listen properly

##### Questioning

- ✚ The art of asking questions
- ✚ How not to ask questions
- ✚ How to ask questions

##### Empathizing

- ✚ The importance of empathy
- ✚ Empathise:
  - ✚ To see beyond stereotypes
  - ✚ To read other's maps
  - ✚ With difficult people
  - ✚ Value differences

##### Speaking

- ✚ The problem with words
- ✚ Speaking:
  - ✚ To improve understanding
  - ✚ To help build relationships
  - ✚ To influence others

##### Negotiating

- ✚ Improving negotiation as a people skill
- ✚ Getting what we both want
- ✚ Choosing a strategy
- ✚ Making progress as painless as possible
- ✚ Reaching a mutually acceptable and realistic agreement

##### Proposing

- ✚ Making proposals
- ✚ Responding to proposals
- ✚ Managing counselling

##### Confronting

- ✚ Getting your basic attitudes right
- ✚ Be flexible in your own behaviour
- ✚ Patterns of behaviour
- ✚ Going forward

##### Preventing

- ✚ Dispute prevention and resolution systems
- ✚ Partnering