

Interpersonal Skills

We've all met that dynamic, charismatic person who just has a way with others and has a way of being remembered. This 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.

Modules

- Verbal Communication Skills
 - Difference between hearing and listening
- Non-verbal communication Skills - Body Language
- Making Small Talk and Moving Beyond - Conversation
- Skills needed in starting and progressing to higher levels of conversation.
- Creating a powerful introduction, remembering names.
- Influencing Skills
 - Building a bridge
 - Giving in without Giving Up
- Bringing people to your side
 - Facts and Emotions
- Sharing one's opinions constructively.
- Negotiation Basics
- Impact through powerful first impressions
 - Assessing situation
 - Being zealous without being offensive.

Learning Outcomes

The Interpersonal Skills Workshop will enable the participants to identify the essential skills and techniques required for self-improvement.



2 Day Workshop

Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Wrapping up

- Activities
- Words from the Wise
- Review of Parking Lot
- Lessons Learned