

Developing Successful Interpersonal Skills

Overview

This course will prepare students for the collaborative situations inherent in every facet of business, whether working with colleagues, partners, vendors, or clients.

Target Audience

Managers and other professionals who want to gain the critical skills to successfully interact with or lead others through cooperative teamwork, as well as those desiring to improve their overall communication skills.

Course Objectives

After completing this course, students will know how to:

- Recognize the difference between hearing and listening
- Enhance interpersonal relationships through the use of verbal and non-verbal communication
- Apply techniques to move towards high quality conversation
- Create a positive impression through a powerful introduction
- Influence others through sharing perspectives and opinions constructively
- Use logic and emotion to persuade and collaborate
- Identify ways of sharing thoughts and opinions constructively
- Prepare for and conduct simple negotiations

Course Outline

1 - The Importance of Interpersonal Skills

2 - Verbal Communication Techniques

Hearing versus Actively Listening
Connecting with Powerful Communication

3 - Non-Verbal Communication

Understanding the Elements of Vocal Delivery
Interpreting and Applying Body Language
Building Self-Awareness

4 - Creating a Powerful First Impression

Creating a Powerful Introduction
Cultivating Your Impact

5 - The Art of Conversation

Mastering the 4 Levels of a Conversation
Moving a Conversation Along
Applying Tools for Deepening Conversation

6 - Influence and Persuasion

Influencing Others
Seeing the Other Side
Building Bridges
Extending Your Influence

7 - Interacting Positively

Applying Logic and Owning Emotions
Disagreeing Constructively
Bringing People to Your Side
Building Consensus

8 - Negotiation Basics

Planning for Negotiation
Managing the 4 Stages of Negotiation
Arriving at an Agreement
