

## Developing Successful Interpersonal Skills

### Overview

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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

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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

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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

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#### 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

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