

This one-day course will be supremely beneficial to all those wishing to improve their interpersonal skills. Whether influencing, negotiating, managing, chairing, selling or organising – either on a one-to-one basis or in group communications – this course is aimed at making the most of these situations.

The materials, exercises and case studies are selected from the book 'If You Take My Meaning' (1994), joint authored by the tutor, Richard Ellis. The day is very much geared to activity and discussion, rather than lectures and note taking. A half day follow-up course can also be scheduled.

Your Workshop Leader: Richard Ellis

LEARNING OUTCOMES

The aim of this workshop is to:

- increase participants' awareness of the importance of essential interpersonal skills
- enhance participants' own skills by providing ideas, techniques and feedback on performance

KEY TOPICS

- Defining effective interpersonal skills
- Identifying your communication style
- Examining the attitudes and expectations of those we communicate with
- The importance of listening skills – especially in the interview
- Improving one-to-one communication
- Handling small groups
- Leadership and participation
- Handling conflict within the group
- Influencing skills linked to negotiation
- Assertiveness in the group

Skills follow-up:

- continuing development in interpersonal skills
- action planning
- experiential learning skills

Outline Programme

Welcome and Introductions

Key Interpersonal Skills

Refreshment break

Active Listening

Non-verbal Communication

Individual Style

Exercise and Discussion

Lunch

Key Situations where Appropriate Interpersonal Skills are Essential

- interviewing
- negotiation
- team leading
- selling

Exercise

- feedback on individuals

Refreshment break

Transactional Analysis

Action Plans

- taking the ideas forward

Close of Workshop

