

INTERPERSONAL SKILLS AND COMMUNICATION (ORAL, WRITTEN AND VISUAL) (REF:OTSIGS001)

Course Objectives

Increase the individual's knowledge and skill levels of Interpersonal relations and communication. To gain skills using methods, techniques and tools which will improve the delegates effectiveness as in these areas. Presentations on key areas will be reinforced during the "hands on" workshop sessions to develop methods and techniques which can be directly applied to the individuals own work situation. Improve the individuals understanding of effective communication within the organisation and with external departments and contacts.

Course Description

The course details the key skills required by anyone requiring to develop their, interpersonal relations and communication within an organisation.

The main subject areas which will be:

- Interpersonal skills
- People skills
- Life skills
- Soft skills
- Understanding Leadership, Communication
- Teaching, Instruction and mentoring
- Motivation, Delegation

Methods and techniques will also be demonstrated with regard to practical applications within an organisation structure. Providing the opportunity to develop skills and practice techniques. A variety of training methods are used on the course, including presentation, discussion, exercises, class workshops and demonstrations.

Who Should Attend

Anyone who wants to improve their understanding and effectiveness in dealing with Interpersonal relations and communication within an organisation

Pre-Requisites

Working grasp of the English language.

Course Outcome

At the end of this course delegates a good understanding of, methods and techniques used and a good insight how they can be applied in a work situation.

- Raise skill levels to produce effective practical knowledge of methods and techniques.
- Understand the nature, purpose and structure of Interpersonal relationships and communications and the individual requirements which contribute to it's success.
- Effective use of a range of tools and techniques to improve communications and relations

Interpersonal Skills and Communication (Oral, Written and Visual)

Day 1

Introduction to the course

Definitions
Interpersonal skills
People skills
Life skills
Soft skills

Understanding Leadership

Leadership/ management, differences and relationship.
Appropriate versus Inappropriate Leadership Approaches
Leaders /Managerial Responsibilities
Initial (self-analysis of personal style)



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Communication

Effective Communications

Oral

Written

Visual

Active listening

Voice tone

Day 2

Motivation, Delegation

Psychological and social skills

Motivation and de-motivation

Satisfaction and Dissatisfaction at work

Practical guide to motivation

Delegation

Pitfalls of Micro-management

Allowing individual control

People skills

Building working relationships

Team building

Trust, respect and productive interactions.

Interaction "Do's and Don'ts"

Day 3

Life skills

Adaptive and positive behaviour.

Organisational skills

Soft Skills

Self assessment

Emotional Intelligence Quotient

Personality traits

Behavior towards others

Respect

Perception

Empathy

Cultural competence

Problem Solving

Interpersonal team relationship

Methods and techniques

Conflict resolution

Resolving issues

Course summary and close

