

Know Yourself & Understand Others - Intelligent Interpersonal Skills

COURSE DURATION:

Three days

COURSE INTRODUCTION:

The reality of modern business is that pressure and competitiveness often brings out the worst side in people! We just don't naturally work together very well in teams. We need help in managing our relationships and in learning to function collectively to secure those important business goals.

Successful and effective team members and leaders have learned how to communicate and interact constructively and powerfully with those they meet on a daily basis.

These interaction skills do not come naturally. We unconsciously use a style of interacting that is a product of our personalities and background. We need help in learning how to consciously adapt our styles and apply effective interactive and communications skills, in order to further our careers and achieve business goals.

This course addresses these issues in a sensitive, yet challenging way. Participants will gain insight into their own styles, and will be shown how to work in diverse work teams in a co-operative, constructive and satisfying way.

LEARNING OUTCOMES:

Candidates who successfully complete this course will:-

- be able to work autonomously and collaboratively with others, build relations, make positive contributions and interact effectively with others
- be capable of demonstrating an understanding of criteria for working as a member of a workplace team
- work autonomously and collaborating with other workplace team members
- contribute to building relationships between workplace team members and stakeholders
- make a positive contribution to workplace team coherence, image and spirit
- respect personal, ethical, religious and cultural differences to enhance interaction between workplace team members
- be able to distinguish between various interaction and communication styles
- be able to achieve a more positive and effective outcome in their various interpersonal contacts
- be equipped to develop their emotional intelligence
- know how to handle conflict situations more constructively than before
- understand how to maximise trust levels in interpersonal situations
- be able to increase versatility in adapting their styles of interaction to suit a particular situation's requirements
- gain insight through role plays, group discussions and personalised feedback to enable them to achieve successful interactive outcomes – a constructive, win-win interaction with their colleagues, subordinates, managers, suppliers and other stakeholders

WHO SHOULD ATTEND?

The course is designed for workplace team members at all levels. The course will benefit all personnel whose jobs rely on successful interpersonal interactions with others. It is suggested that the course should be specifically directed towards those personnel in supporting roles whose interaction skills directly influence the success of business objectives, including:-

- team leaders
- customer service personnel
- Help Desk / Call Centre staff
- administrators
- communications personnel
- procurement personnel
- negotiators
- technical specialists
- contract managers
- line department managers
- mentors and career coaches
- training personnel
- human resources personnel

In fact, anyone who is keen to further their personal growth and career success will benefit from this interesting and informative course.

COURSE METHODOLOGY:

This course is interactive, allowing for lively participation and sharing of experience during sessions. There will be several short lectures, followed by case studies, videos, role plays, group discussions and practical assignments.

TOPICS TO BE COVERED:

<i>Day 1</i>

1. The "soft" side of people management
 - official agendas and hidden agendas
 - goals, roles and responsibilities in workplace teams
 - qualities of effective workplace teams
 - stages workplace teams go through
 - establishing team purpose and goals
 - determining team strategies
 - gaining commitment
 - motivating team members
 - productive working relationships in a cohesive team

2. The need for well-developed interpersonal skills
 - emotional intelligence (EQ)
 - self-awareness
 - self-regulation
 - motivation
 - social skills
 - empathy

- building an emotionally-intelligent workplace
 - organising and managing one's self and one's activities to maintain autonomy and that the same time to collaborate with others while exercising self-control
3. Communication within a workplace team
- how communication sometimes fails us
 - straight talk
 - handling criticism constructively
 - giving criticism constructively
 - meetings
 - progress reporting
 - performance management and appraisals
 - planning sessions

Day 2

4. Know yourself and understand others!
- appropriate leadership styles
 - how personality plays a part
 - interpersonal problems
 - identifying one's social style
 - profiling the social styles of others
 - adapting one's style to maximise interpersonal impact
 - developing flexibility in one's style
5. Managing conflict in workplace teams
- the origin and development of conflict
 - constructive guidelines for managing a conflict situation effectively
 - negotiation strategies
 - identifying and solving problems which could have a negative effect on the coherence, spirit and image of the team
 - coping with the inevitable changes that take place within a project team

Day 3

6. Interacting persuasively
- persuasive communication techniques
 - dealing effectively with customers
 - checking for understanding
 - summarising discussions
 - three universal rules for effective interpersonal interactions
7. Building trust
- building and maintaining trust, positive ethics and support amongst team members
 - is trust earned?
 - trust as a risk
 - trust as a choice
 - three universal components for building trust

8. Skills practice
 - practical assignments with personalised feedback will take place continuously throughout the course, with each new topic

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