

# Interpersonal Skills

*'Interdependence is and ought to be as much an ideal of man as self-sufficient. Man is a social being.'*

*Mohandas Ghandi*

The Soft Skills Gap Do You Have One?

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. This course will help learners work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, & advice on networking and starting conversations.

#### Who this course is for

This course is intended for anyone whose success at work depends on building constructive relationships with their colleagues, customers and clients. It will help learners to be more competent, attractive, and qualified as leaders.

#### By the end of this course, learners should be able to:

- Understand the difference between hearing & listening
- Know some ways to improve the verbal skills of asking questions and communicating with power
- Understand what is 'non-verbal communication' and how it can enhance interpersonal relationships
- Identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation
- Identify ways of creating a powerful introduction, remembering names and managing situations when they have forgotten someone's name
- Understand how seeing the other side, building bridges & giving in without giving up can improve skills in influencing other people
- Understand how the use of facts and emotions can help bring people to their side
- Identify ways of sharing one's opinions constructively
- Learn tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation
- Learn tips in making an impact through powerful first impressions, situation assessment, and being zealous without being offensive

#### Course Outlines

- Topic 1: Verbal Communication Skills
- Topic 2: Non-Verbal Communication Skills
- Topic 3: Making Small Talk and Moving Beyond
- Topic 4: Moving a Conversation Along
- Topic 5: Remembering Names
- Topic 6: Influencing Skills
- Topic 7: Bringing People to Your Side
- Topic 8: Sharing Your Opinion
- Topic 9: Negotiating Basics
- Topic 10: Making an Impact

Course Level

Course Hours

Available Learning Formats

Short Course

8 hours

Classroom & Blended  
Distance & Online