INTERPERSONAL RELATIONSHIPS

Training Topics:

• The Basics of Interpersonal Communication

o   To educate participants on tips and strategies those are followed by people with a high-level of interpersonal intelligence, for participants to start using in order to create powerful results in business relationships.

- Starting and sustaining conversations that are engaging
- Handling conversations with the opposite sex
- Acknowledging differences
- Giving and receiving compliments
- Coming across as a positive person
- Avoiding bad conversational habits

•**Communicating Effectively at the Workplace**

o   To enable participants to effectively communicate in business situations they encounter on a regular basis.

- Dealing with difficult people
- Dealing with negativity at the workplace
- Sharing knowledge at the workplace

•**Communication the "Big Picture"**

o   Understanding key interpersonal elements of the communication process
o   How to ensure individual staff have clarity, commitment to and agree with business objectives
o   Communicating in a way that inspires staff and gets buy-in
o   Ensuring staff see how 'what they do' matters to the business

•**Delivering Feedback with Conviction and Confidence**

o   Connecting with colleagues: showing you have listened
o   Communicating responses: stating your positions
o   Using constructive ways to deliver feedback for:
   -      Reinforcement
   -      Redirection
o   Receiving and handling feedback

INTERPERSONAL RELATIONSHIPS

- **Displaying Courteousness and Thoughtfulness at the Workplace**

o   To enable participants show courtesy to everybody they work with, thereby improving their business relationships and be perceived as being good people to work with.

- Being thoughtful to colleagues regardless of position
- Sticking to convictions as diplomatically as possible
- Apologizing
- Showing appreciation
- Extending courtesy to guests, consultants, and new employees

- **Interpersonal Effectiveness in Meetings**

o   To equip participants with strategies to conduct themselves in a healthy and positive manner during meetings with their colleagues and their customers.

- Agreeing & Disagreeing in Meetings
- Presenting an idea
- Responding to questions
- Goading participants to act on the Action Items agreed upon in meetings

- **Greetings and Introductions in Business**

o   To enable participants create a lasting positive impression when they meet people for the first time in business situations.

- Shaking hands/smile/eyes
- Self-introductions
- Handling introductions
- Exchanging business cards

Training Hours:

The total duration of the training program will be 16 hours spread across 2 days

Training Methodology:

- PowerPoint will be used to teach concepts and show movie clips (where appropriate).
- Role plays will be used to enable the trainees to look at situations from various perspectives.
- Activities which enhance their understanding of theoretical conceptswill be used.
- The training will be centered around experiential learning techniques.