

# Interpersonal Skills

## Introduction

Interpersonal skills are the skills we use every day when we communicate and interact with other people, both individually and in groups.

People with strong interpersonal skills are often more successful in both their professional and personal lives.

Interpersonal skills include a wide variety of skills, though many are centred around communication, such as listening, questioning and understanding body language. They also include the skills and attributes associated with emotional intelligence, or being able to understand and manage your own and others' emotions.

People with good interpersonal skills tend to be able to work well in a team or group, and with other people more generally. They are able to communicate effectively with others, whether family, friends, colleagues, customers or clients. Interpersonal skills are therefore vital in all areas of life at work, in education and socially.

## Course Objectives

By the end of this course, participants will be able to:

- Build supportive relationships even when delivering negative feedback
- Avoid defensiveness and disconfirmation in interpersonal communication
- Improve the ability to apply principles of supportive communication
- Improve relationships by using personal management interviews
- Enhance personal and positional and power
- Use influence appropriately to accomplish exceptional work
- Neutralise inappropriate influence attempts
- Diagnose work performance problems
- Enhance the work-related abilities of others
- Foster a motivating work environment
- Diagnose the focus and source of conflicts
- Utilise appropriate conflict management strategies
- Resolve interpersonal confrontations through collaboration

## Content

A sample of what is covered includes:

### Building Relationships by Communicating Supportively

- Building positive interpersonal relationships
- The importance of effective communication
- What is supportive communication?
- Principles of supportive communication
- The personal management interview

### Gaining Power and Influence

- Building a strong power base and using influence wisely
- Is power a four-letter word?
- Abuse of power

- Influence strategies: the three Rs
- The pros and cons of each strategy
- Acting assertively: neutralising influence attempts

#### **Motivating Others**

- Increasing motivation and performance
- Diagnosing work performance problems
- Enhancing individuals' abilities
- Fostering a motivating work environment
- Elements of an effective motivation programme

#### **Managing Conflict**

- Interpersonal conflict management
- Diagnosing the types of interpersonal conflict
- Selecting the appropriate conflict management approach
- Resolving interpersonal confrontations

#### **Emotional Intelligence**

- What makes people tick?
- Recognising emotions
- Managing your own emotions
- Adapting to others emotional needs

#### **Team Working**

- Working in groups
- Dealing with difficult behaviours
- What makes a good team player?
- Team dynamics

#### **Problem Solving and Decision Making**

- Small decision or Big Decision
- Logical or emotional
- The processes
- Hints and tips to help

