



**Effective Communications and
Interpersonal Skills**



Effective Communications and Interpersonal Skills is designed for individuals, team leaders, and managers who need and want to ensure that they are maximizing their ability to communicate and work with others, avoiding conflict and disharmony.

WHEN YOU FINISH THIS WORKSHOP YOU WILL BE ABLE TO:

- Learn communication styles and pitfalls
- Develop techniques for achieving effective communications
- Learn how to deal with difficult situations and people
- Improve assertiveness skills
- Develop effective listening techniques
- Learn influence and negotiation skills
- Better manage conflict

WHAT YOU WILL COVER:

- How to achieve effective communications
- Effective listening techniques
- Interpersonal skills and techniques
- Assertiveness Skills
- How to deal with difficult situations and people
- Confrontation guidelines
- Conflict management, persuasion, and negotiation skills
- The art of effective feedback

LEARNING METHODS:

Individual, small, and large group practical exercises; role-play sessions; video demonstrations; 360 discussions; individual coaching and feedback sessions.

