



## Develop Effective Interpersonal Skills

**Duration:** 4 Days

**Language:** en

**Course Code:** MG1-111

## Objective

Upon completion of this course, participants will be able to:

- Identify the core elements of effective and honest communication.
- Cultivate interpersonal behaviours that foster positive working relationships.
- Describe the core elements of teams and team development.
- Use conflict resolution skills to negotiate and resolve conflict positively.
- Express enhanced characteristics of personal empowerment, influence, and productivity.

## Audience

This course is intended for

- Office Managers, Coordinators, and Supervisors
- Senior Administrators and Secretaries
- Anyone looking to enhance their interpersonal and communication skills

## Training Methodology

This course uses a variety of adult learning styles to aid full understanding and comprehension. Participants will review case studies to highlight key areas of importance and possible areas for faults. They will be supplied with the best tools required for learning exercises to improve their skills. Participants will analyse the examples to thoroughly understand how these skills, techniques and methods apply in the workplace.

## Summary

Effective interpersonal skills are essential to working in a team and achieving shared goals. These skills help you successfully navigate interactions with others and understand them better. Today, professional success is especially tied to interpersonal effectiveness, enabling you to communicate and collaborate well with your colleagues.

This course provides the key strategies and techniques to develop impactful professional relationships, refine your emotional intelligence, and effectively engage with people. In addition to developing a range of interpersonal skills to help you professionally, you will also focus on growing your personal productivity.

## Course Content & Outline

### Section 1: The Key Interpersonal Skill: Communication

- Explain the importance of person-to-person communication.
- Describe barriers to effective communication.
- Summarise the types of non-verbal communication.
- Identify active listening techniques.
- Explore styles of communication.
- Prepare and deliver compelling presentations.

## **Section 2: Cultivating Effective Working Relationships**

- Define “interpersonal”.
- Understand the trust equation.
- Explain collusive and oscillating behaviours and how to avoid them.
- Identify the core principles of interpersonal communication.
- Review strategies to overcome harmful behaviours.

## **Section 3: Understanding the Dynamics of Teams and Groups**

- Identify the types of teams.
- Compare traditional work groups and high-performance teams.
- Summarise the characteristics of high-performing teams.
- Describe the phases of team development.
- Outline the types of working styles.
- Discuss how to support working styles within your team.

## **Section 4: Teamwork and Collaboration**

- Identify methods to give and receive effective feedback.
- Describe features of conflict situations.
- Review strategies to manage conflict constructively.
- Develop mutually beneficial relationships.
- Promote and encourage team creativity.

## **Day 5: Elevating Personal Productivity**

- Cultivate your personal power and productivity skills.
- Discuss how to achieve emotional mastery.
- Develop career direction through personal integrity.
- Design a strategic career and life plan.

## **Certificate Description**

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Accreditation Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

## Categories

Administration & Secretarial

## Tags

Team , communication , Interpersonal Skills , relationship , teamwork , skills

## Related Articles



### Mastering Interpersonal Leadership: Keys to Success

The article explores interpersonal leadership skills' essence, significance, and challenges, emphasizing communication, empathy, and cultural sensitivity. It underscores how these skills foster collaboration, trust, and inclusivity, driving team success and organizational effectiveness in diverse settings.

## YouTube Video

<https://www.youtube.com/embed/KErif29BgQs?si=QNYneFGtQYRrX3oc>