

This one-day course will be supremely beneficial to all those wishing to improve their interpersonal skills. Whether influencing, negotiating, managing, chairing, selling, organising - either on a one to one basis or in group communications - this course is aimed at making the most of these situations.

The materials, exercises and case studies are selected from the book 'If You Take My Meaning' (1994), joint authored by the tutor, Richard Ellis. The day is very much geared to activity and discussion, rather than lectures and note taking. A half day follow-up course can also be scheduled.

**Your Workshop Leader: Richard Ellis**

## LEARNING OUTCOMES

The aim of this workshop is to:

- increase participants' awareness of the importance of essential interpersonal skills
- enhance participants' own skills by providing ideas, techniques and feedback on performance

## KEY TOPICS

- Defining effective interpersonal skills
- Identifying your communication style
- Examining the attitudes and expectations of those we communicate with
- The importance of listening skills – especially in the interview
- Improving one-to-one communication
- Handling small groups
- Leadership and participation
- Handling conflict within the group
- Influencing skills linked to negotiation
- Assertiveness in the group

### **Skills follow-up:**

- continuing development in interpersonal skills
- action planning
- experiential learning skills

## **Outline Programme**

### **Welcome and Introductions**

### **Key Interpersonal Skills**

*Refreshment break*

### **Active Listening**

### **Non-verbal Communication**

### **Individual Style**

### **Exercise and Discussion**

*Lunch*

### **Key Situations where Appropriate Interpersonal Skills are Essential**

- interviewing
- negotiation
- team leading
- selling

### **Exercise**

- feedback on individuals

*Refreshment break*

### **Transactional Analysis**

### **Action Plans**

- taking the ideas forward

### **Close of Workshop**

