

Inter-Personal Skill

The Basics of Interpersonal skill/Communication

- 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

Interpersonal skill in avoiding bad conversational habits

- Communicating Effectively at the Workplace
- Dealing with difficult people
- Dealing with negativity at the workplace

Sharing knowledge at the workplace Communication the “Big Picture” /Interpersonal Skill

- key interpersonal skill elements of the communication process
- How to ensure individual staff have clarity, commitment to and agree with business objectives
- Interpersonal skill in Communicating in a way that inspires staff and gets buy-in
- Ensuring staff see how ‘what they do’ matters to the business Delivering Feedback with Conviction and Confidence
- Connecting with colleagues: showing you have listened
- Interpersonal skill in communicating responses: stating your positions
- Interpersonal Skill in receiving and handling feedback