



INTERPERSONAL SKILLS

Training Topics:

- **The Basics of Interpersonal Communication**

- To educate participants on tips and strategies those are followed by people with a high-level of interpersonal intelligence, for participants to start using in order to create powerful results in business relationships
 - Starting and sustaining conversations that are engaging
 - Handling conversations
 - Giving and receiving compliments
 - Coming across as a positive person
 - Avoiding bad conversational habits

- **Communication the "Big Picture"**

- Understanding key interpersonal elements of the communication process
- How to ensure individual staff have clarity, commitment to and agree with business objectives
- 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
- Using constructive ways to deliver feedback
- Receiving and handling feedback

- **Displaying Courteousness and Thoughtfulness at the Workplace**

- To enable participants show courtesy to everybody they work with, thereby improving their business relationships and be perceived as being good people to work with
 - Being thoughtful to colleagues regardless of position
 - Sticking to convictions as diplomatically as possible
 - Apologizing
 - Showing appreciation



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- **Interpersonal Effectiveness in Meetings**

- To equip participants with strategies to conduct themselves in a healthy and positive manner during meetings with their colleagues and their customers
 - Agreeing & Disagreeing in Meetings
 - Presenting an idea
 - Responding to questions
 - Goading participants to act on the Action Items agreed upon in meetings

- **Greetings and Introductions in Business**

- To enable participants, create a lasting positive impression when they meet people for the first time in business situations
 - Shaking hands/smile/eyes
 - Self-introductions
 - Handling introductions
 - Exchanging business cards

Training Hours:

The total duration of the training program will be 8 hours (1 day)

Training Methodology:

- Role plays will be used to enable the trainees to look at situations from various perspectives
- Activities which enhance their understanding of theoretical concepts will be used
- Instructor Led Training
- The training will be centered around experiential learning techniques

Resources Required:

- Momentum Training Solutions will conduct the training
- Maximum number of participants to a session will be 15
- The training will be conducted at a venue organized by your organization
- The LCD projector & computer will be provided by your organization
- Handouts will be printed/photocopied by your organization