

Interpersonal Skills

How we interact and communicate with others is essential in determining how healthy our relationships will be, at work and socially. Building our interpersonal skills can, undoubtedly, improve our relationships. In the workplace, having good 'people skills' is seen as a cornerstone of business success.

This training course will help develop your ability to adapt your behaviour and approach based on specific situations and the responses you get. You will learn how your behaviour affects others when you communicate and how best to overcome barriers to effective communication.

Course objectives:

- ✓ Understand interpersonal skills and behaviour cycles
- ✓ Apply the concepts of transactional analysis
- ✓ Learn how to use language patterns to show positivity
- ✓ Understand how to build rapport to help build positive relationships
- ✓ Practice using the principles of persuasion to influence others