

2 – DAY COMMUNICATION, INTERPERSONAL SKILLS & HUMAN RELATIONS SKILLS



Introduction

Communication and Interpersonal Skills are what we use when we communicate and deal with other people face-to-face. Everything we say and do to another person will have an effect on them, even though we often do not realise it. Our Interpersonal Skills can either help or hinder our relationships with other people.

When we communicate with another person we have no choice but to make impression on each other. When we make the impression we want our Interpersonal Skills is high.

To be successful in terms of Interpersonal Skills we need to create and maintain good relationships with people, both at work and socially. Knowing how to handle difficult situations and people will improve our personal effectiveness.

For us to be successful at work we need the flexibility to deal with a variety of people and situations. Developing our Interpersonal effectiveness and Human Relations will allow us to achieve this.

Course Objectives

By the end of this course, you will be able to:

- Relate in a positive manner when communicating in order to project sincerity
- Identify ways of communicating effectively for better understanding of respective parties
- Listen attentively and responding spontaneously
- Prepare ways of communicating with the objective of projecting spontaneity
- Learn techniques in overcoming shyness when communicating with credibility
- Determine the importance of assertiveness at work place
- Identify ways of repairing human relations by restoring a damaged relationship by dealing with conflicts
- Prepare a winning strategy in order to build and maintain quality relationships
- Work an action plan on how to maintain professional working relationship

Methodology

- Role-plays
- Self-assessment exercises
- Case-studies
- Simulation games in relations to the topics discussed

Who Should Attend?

- Administrators
- Supervisors

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Course Outline

MODULE 1: RELATING & COMMUNICATING TO DIFFERENT PERSONALITIES

- Identifying personalities
- Approaching personalities
- Getting the right responses
- Winning statements

MODULE 2: GUIDELINES FOR EFFECTIVE COMMUNICATION

- The process of communication
- Barriers to communication that irritate people
- Methods of communication at work

MODULE 3: LISTENING ATTENTIVELY TO GET RESPONSES

- Objectives in listening
- Empathise
- Acknowledging concerns
- Techniques in repeating

MODULE 4: ASSERTIVELY STRESS YOUR POINTS

- Being assertive
- Speak with conviction
- First rule of assertiveness
- Assertive responses
- Exert your rights and responsibilities
- Workable compromise to get the job done

MODULE 5: EXPRESS FEEDBACK POSITIVELY AND RECEIVING FEEDBACK ATTENTIVELY

- What is Johari window?
- Ways to express positively
- Develop ways of giving constructive feedback
- Receiving feedback objectively and not being emotional
- Avoid retaliation

MODULE 6: PREPARING YOUR COMMUNICATION WHEN THERE IS A CONFLICT

- Personal verses objectivity
- Strategies to deal with conflict
- Confront correctly

MODULE 7: COMMUNICATION THAT WORKS

- Presenting structuredly
- Meetings that work
- Instructions that are clear

MODULE 8: WINNING AT HUMAN RELATIONS

- Importance of Human Relations
- Rectifying human relationships
- The self-victimisation Process
- A winning strategy [®]

