

# Interpersonal Skills - Working With Others to Achieve Results

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One of the most important skills for managers, or those with management potential, is the ability to communicate effectively. This programme will enable delegates to assess their approach to communication and to develop the interpersonal skills required to communicate successfully.

By the end of the course delegates will be able to:

- identify the choices they need to make as leaders when communicating face to face
- recognise the core skills needed to be a successful communicator
- explain the links between effective communication and high self-esteem
- apply effective interpersonal skills to achieve personal effectiveness
- explain steps of basic assertiveness techniques

The course includes:

- the effect our behaviour has on ourselves and others
- anticipating reactions, choosing and making our approach
- opening and using the channels of communication
- the skills: observing, questioning and listening
- language, tone and behaviour: the perfect match
- gaining co-operation and commitment from others

This course is suitable for anyone whose success at work depends on building constructive relationships with customers, clients, colleagues and suppliers.

Duration: 2 days



**The Island Partnership**

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