



People Skills Training

Regardless of where one ends up at when it comes to employment, in all likelihood one will eventually have to deal with other people to some degree or another. One's ability to interact with other people to an acceptable degree is expected of anyone and everyone in the workplace regardless of position. Learning how to mingle, deal with, and interact with people in general is a useful skill, particularly in the workplace where one's ability to negotiate with peers and courteously deal with and interact with superiors and clients can only be a boon for them.

Interpersonal skills can be tricky to master though as it usually takes a lifetime of interacting with people to pick up on the many subtle hints that they're dropping and not blunder into an awkward situation. Because of this, people with in experience in handling others can become problematic individuals to deal with in the context of the workplace; making them into trouble individuals that through their perceived faults – unintentional or otherwise – can disrupt the workplace and tax workplace cohesion, placing undue strains on themselves and their coworkers and propagating a culture of distrust and further taxing an already overburdened workforce with another problem they could probably resolve by themselves

Course Overview

You will spend the first part of the day getting to know participants and discussing what will take place during the workshop. Participants will also have an opportunity to identify their personal learning objectives.

At the end of this workshop, participants should be able to:

- Identify, interact with other, and develop their own communication styles
- Identify and overcome different barriers of social interaction
- Develop and become more proficient as listeners
- Employ lessons from psychology to improve relations with others
- Make new friends and keep them

The Core Interpersonal Skill

In this session, participants will learn the skill of person-to-person communication, barriers to effective communication, non-verbal communication, active listening model, styles of communication, and preparation of great presentations.

Building Winning Working Relationships

In this session, the participants will learn about TRUST Factor, how to avoid collusion phenomenon, change of heart, core principles of interpersonal dialogue, and harnessing harmful behaviour.\

Understanding Groups and Team Dynamics

Next, participants will explore high performing teams and traditional work group, three elements of high-performance teams, understand the types of teams, and team member style. They will also learn the stages of team development.

Teamwork and Collaboration

In this session, participants will learn how to give effective feedback, deal with conflict constructively, explore the symptoms of conflict situations, and understand team player styles.

Increasing Personal Productivity

Next, participants will learn how to grow personal power and its importance to increase personal productivity.

Workshop Wrap-Up

At the end of the course, participants will have an opportunity to ask

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