

Interpersonal Skills

To be successful within business we need to be able to communicate effectively and understand our relationships with others. This course examines how we relate to others and ways to improve these relationships and the communication that takes place. Using the technique of Transactional Analysis as a framework, the skills can be applied to business but also to other areas of our life. The course is highly practical and helps delegates to increase their self-awareness as well as providing opportunities to develop their skills.

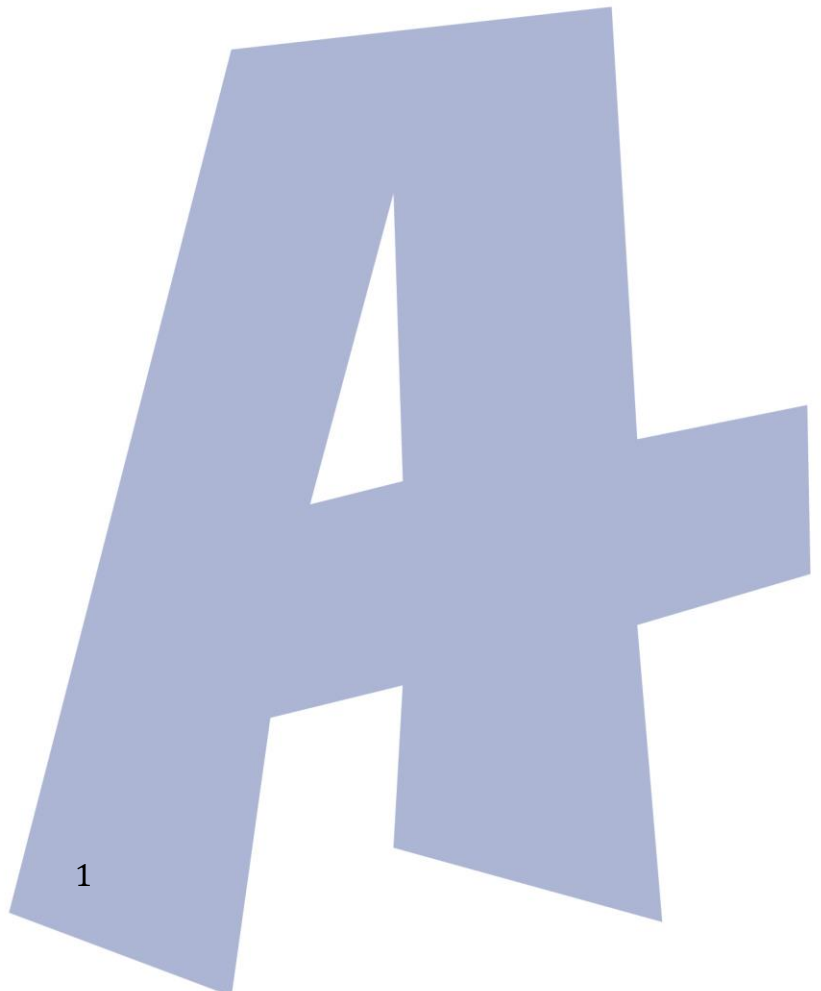
Who will the course benefit?

All personnel who are interested in understanding their relationships with others, whether it is peers, subordinates or their managers.

Course Objectives:

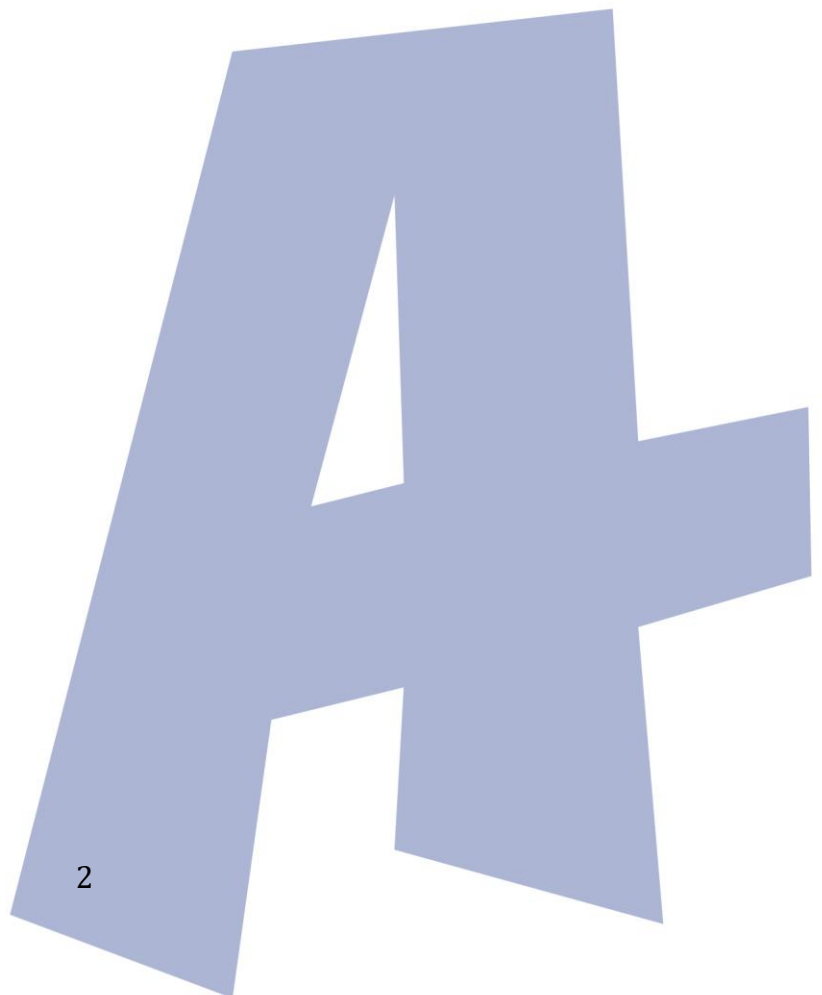
To increase the delegates understanding of people, interpersonal communication and relationships and to develop techniques within these areas.

Course Duration: 2 to 3 days



This course will enable delegates to:

- Understand behaviour categories and personal ego states
- Identify and develop approaches for relationships
- Develop active listening skills
- Identify approaches to conflict
- Understand signals given from nonverbal communication
- Identify methods to deal with negative and positive strokes



Course Content

Transactional Analysis

- Overview of the ego states, parent, adult, child model
- Individual analysis and discussion
- Ego states effect on communication.
- Barriers and their effects

Behavioural Analysis

- Individual behavioural styles and their impact on others
- Recognising people's reactions
- Appropriate actions
- The effect of categories in team situations

Decision Making

- The process of decision making
- The effect of the parent and the child on the adult
- Internal conflict
- Satisfying the ego states

Life Positions

- Examination of the four basic life positions
- Characteristics and effects on others
- Life position and management style

Active Listening

- The four stages of active listening; sense, interpret, evaluate and respond
- Building and working on other people's suggestions

Non-Verbal Communication

- Categories of nonverbal communication
- Awareness of cultural and sexual differences

Analysing Transaction

- Different types of transaction
- Complementary, crossed and ulterior
- How to identify

Recognition and Storing of Feedback

- Different types of recognition
- Negative and positive
- Conditional and unconditional
- Personal drivers
- Storage of feedback
- Off loading negative feedback

Psychological Games

- Types of games
- Breaking up games
- How to stop playing

Dealing with Conflict

- Why conflict starts
- Different types
- Conflict resolution
- Levelling

Practical Session

- Throughout the course emphasis is placed on the practical analysis of issues covered using discussion, syndicate exercises, role-plays and analysis with personal feedback.

