

Interpersonal Skills

Course Length: 1 Day

Course Description

Description: We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. This workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations.

Course Content

- | | |
|--|--|
| Lesson 1 – Getting Started | <ul style="list-style-type: none">• Icebreaker• Housekeeping Items• The Parking Lot• Workshop Objectives |
| Lesson 2 – Verbal Communication Skills | <ul style="list-style-type: none">• Listening and Hearing: They Aren't the Same Thing• Asking Questions• Communicating with Power |
| Lesson 3 – Non-Verbal Communication Skills | <ul style="list-style-type: none">• Body Language• The Signals You Send to Others• It's Not What You Say, It's How You Say It |
| Lesson 4 – Making Small Talk and Moving Beyond | <ul style="list-style-type: none">• The Four Levels of Conversation |
| Lesson 5 - Moving the Conversation Along | <ul style="list-style-type: none">• Asking for Examples• Using Repetition• Using Summary Questions• Asking for Clarity and Completeness |
| Lesson 6 - Remembering Names | <ul style="list-style-type: none">• Creating a Powerful Introduction• Using Mnemonics• Uh-Oh...I've Forgotten Your Name |

- Lesson 7 - Influencing Skills
 - Seeing the Other Side
 - Building a Bridge
 - Giving In Without Giving Up

- Lesson 8 - Bringing People to Your Side
 - A Dash of Emotion
 - Plenty of Facts
 - Bringing It All Together

- Lesson 9 - Sharing Your Opinion
 - Using I-Messages
 - Disagreeing Constructively
 - Building Consensus

- Lesson 10 - Negotiation Basics
 - Preparation
 - Opening
 - Bargaining
 - Closing

- Lesson 11 - Making An Impact
 - Creating a Powerful First Impression
 - Assessing a Situation
 - Being Zealous without Being Offensive

- Lesson 12 - Wrapping Up
 - Words from the Wise
 - Review of Parking Lot
 - Lessons Learned
 - Completion of Action Plans and Evaluations