

## Communication & Interpersonal Skills for Success

### Suitable for

Anyone who wants to achieve business and personal success by improving their ability to interact at all levels, build more productive relationships and achieve desired outcomes in professional, personal and social interactions.

### Benefits for business

This course will provide your people with the knowledge and skills to get the right result from interactions with others by understanding different personality and communication styles and their impact on success. It also includes practical tips, tools and guidance to improve interpersonal and communication skills to achieve successful outcomes.

### Course content

Where are you now

- Identifying personal communication styles
- Impact of personal style on ourselves, others and the organisation
- Personal reflections – supporting self awareness and development

Where do you want to be

- Poach with pride – who does it well and what do they do
- The effective communicator – what does that really mean
- Wining friends and influencing people – the games people play
- Taking ownership – engage with rapport and credibility
- Clarity of interaction –instructing, directing, requesting, inquiring or guiding?

How Do You Get There

- Know yourself, your audience, your subject and the desired outcome
- Increasing confidence and assertiveness
- Improving communication and interpersonal skills
- Barriers to communication and how to deal with them
- Building productive relationships – act now and invest in the future
- Seeing the big picture and adapting your style to achieve the desired results
- Tool-kit of resources, tips and guidance to use in the workplace
- A personal action plan

### Duration and venue

- One day delivered on site or local training venue

### Support option

- Individual on going support to transfer learning to workplace

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