

Interpersonal Communication Skills for Business

The Interpersonal Communication Skills for Business course provides delegates with the fundamental skills for effective interpersonal communication. The skills include listening, using nonverbal communication, presenting oneself to make the right impact, choice of words and resolving interpersonal conflict.



During the course you will :-

- Analyse and reflect on your interpersonal communication.
- Use 'Attending, Following and Responding' skills to **listen effectively**. Understand 'Wide Band Listening' to listen for understanding beyond words. Practice using listening skills.
- Uncover the value and components of **presenting yourself well**: Coming across credibly through appropriate appearance, body language and use of territory.
- **Use words appropriately and sensitively** so that the message does not become clouded by emotional barriers.
- Use an understanding of **personality types** to adjust delivery and get the message across. Analyse and reflect on own personality type.
- Differentiate between **aggressive, assertive, passive-aggressive and passive communication**. Choose the appropriate approach to ensure effective communication.
- Use appropriate strategies to resolve **interpersonal conflict**.

This is a workshop, so whilst it is necessary to cover some theory, delegates get an opportunity to try out/put the learning into practice. Our workshops are discussion and activity based, so learners are engaged and have fun whilst learning. The course is aimed at **all** employees in the company. It provides core skills required for managers, supervisors, customer care, line and support staff.