



## Interpersonal Skills

01 - 05 Jul 2024  
Milan (Italy)



# Interpersonal Skills

**Ref.:** 15154\_264072 **Date:** 01 - 05 Jul 2024 **Location:** Milan (Italy) **Fees:** 4900 **Euro**

## Introduction:

Organizational success depends upon the ability of team members to communicate with each other using multiple means and channels. Our interactions with others determine how we are perceived and therefore, each of these interactions is an opportunity to accomplish a planned purpose. Communicating effectively is one of the most powerful skills for achieving objectives, be it on a personal or an organizational level. This training course will help you develop the skills you need to focus on your purpose, profile your audience, and develop your message with clarity for an ideal impact and outcome. The ability to create an environment for open discussion and ongoing dialogue is crucial for communication success.

## Course Objectives

At the end of the course, participants will be able to:

- Apply the skills necessary to communicate in an effective manner
- Demonstrate their ability to communicate across cultures
- Employ techniques for listening actively and empathically
- Manage interpersonal conflict
- Handle feedback and criticism constructively

## Course Content:

### Unit 1: Increase Your Self-Awareness:

- Remove or Limit Self-Deception
- Ask for Feedback
- Be Open to Change
- Reflect on Your Actions
- Case Study

### Unit 2: The Keys to Empathy:

- Listening and Paying Attention
- Don't Judge
- Shift Your View
- Don't Show Fake Emotions
- Case Study

## **Unit 3: Active Listening:**

- Attunement
- Don't Jump to Conclusions
- Shift your Focus
- Don't Discount Feelings
- Case Study

## **Unit 4: Insight on Behavior:**

- Perception
- Facts vs. Emotion
- Online Communication
- Listen and Watch More
- Case Study

## **Unit 5: Interpersonal Communication:**

- Give Respect and Trust
- Be Consistent
- Always Keep Your Cool
- Observing Body Language
- Case Study

## **Unit 6: Social Cues:**

- Recognize Social Situations
- The Eyes Have It
- Non-Verbal Cues
- Verbal Cues
- Case Study
- Spectrum of Cues
- Review and Reflect
- Being Adaptable and Flexible
- Personal Space
- Case Study

## **Unit 7: Conversation Skills:**

- Current Events
- Conversation Topics
- Cues to Watch For
- Give People Your Attention
- Case Study

## **Unit 8: Body Language:**

- Be Aware of Your Movements
- It's Not What You Say, It's How You Say It
- Open Vs. Closed Body Language
- Communicate with Power

- Case Study

## **Unit 9: Building Rapport:**

- Take the High Road
- Forget About Yourself
- Remembering People
- Ask Good Questions
- Case Study

## **Unit 10: Teamwork Definitions and Personal Styles:**

- Myths about teamwork
- 21st century teamwork definitions
- The concept of synergy
- Characteristics of high performing teams
- Overview of the DiSC behavioral tool
- The 4 behavioral personality styles in the DiSC model
- Personal development profile
- Team personal styles

## **Unit 11: High-Performance Team-building Process:**

- Five steps of the team-building process
- Defining goals
- Agreeing on strategies
- Defining team roles
- Motivating team members
- Assessing team performance
- The Belbin type indicator
- Belbin's 9 team roles

## **Unit 12: Team Dynamics:**

- Team development stages
- Forming stage
- Storming stage
- Norming stage
- Performing stage
- Adjourning stage
- Team problem solving
- Factors shaping team performance
- Phases of team problem solving
- Team decision making
- Building consensus
- Consensus requirements

## **Unit 13: Identifying Effective Team Communication and Behavior:**

- Communication channels
- Communication methods
- Building rapport
- Managing conflict
- Applying conflict management styles

## **Unit 14: Team Leadership Concepts:**

- Leadership definition
- Leadership versus management
- Styles of leadership
- The implication of attitudes and personality
- Ten ways to empower followers
- Situational leadership
- Levels of development
- Different styles of motivation



**Registration form on the :  
Interpersonal Skills**

**code:** 15154 **From:** 01 - 05 Jul 2024 **Venue:** Milan (Italy) **Fees:** 4900 **Euro**

Complete & Mail or fax to Mercury Training Center at the address given below

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