

COURSE OVERVIEW

Strengthening Your People Skills in the Workplace

OVERVIEW

Gain essential skills for understanding, relating to and working better with all types of people, even the most difficult, during this extraordinary one-day workshop.

In this course, you will discover how to make others feel valued; improve results dealing with difficult people by better understanding them, as well as being able to break out of your comfort zone to feel more at ease in unfamiliar settings and activities. You will learn how to give sincere praise, work through conflict and build the essential people skills that make all the difference to an organization's success.

LEARNING OBJECTIVES

- Increase interpersonal success through self-awareness
- Build rapport for solid working relationships
- Persuade and influence others to your way of thinking
- Handle tough situations and difficult people
- Work through conflict with tact and finesse
- Get your message across in unique situations
- Gain acceptance for ideas and overcome fear of change

COURSE HIGHLIGHTS

Increasing interpersonal success through self-awareness

- Understand how strong interpersonal skills dramatically magnify personal power
- Assess interpersonal skills: How successfully do you interact with others?
- Explore interpersonal behavior: When do you feel powerful? Powerless? Unsure? Anxious?
- Analyze communication styles and recognize your own
- Learn to interact with communication styles different from your own
- Pinpoint interpersonal habits and tendencies that may be holding you back

Rapport building: Establishing solid working relationships up and down the ladder

- Avoid the top mistakes that can sour relationships
- Use your personality type to your advantage when you build rapport
- Learn proven techniques for connecting with people you don't know
- Create an environment where everyone feels safe in openly expressing themselves
- Recognize the unlimited power of sincere praise

- Know the secret to making others feel valued
- Forge strong alliances with other departments by using these bridge builders

How to persuade and influence others to your way of thinking

- Create a win-win approach—your key to dealing successfully with others
- Learn a step-by-step method to persuade others with a quick, concise message
- Understand the difference between aggressive and assertive behavior and why strong-arm tactics backfire every time
- Gain buy-in for your ideas and plans
- Win over an adversary to your way of thinking

Working with difficult people and handling tough situations

- Learn the answers to what makes difficult people difficult
- Recognize the impact your attitude has on other people's behavior
- Analyze the classic types of difficult people
- Learn the typical weapons used by difficult people and how to counteract them
- Find the right words: EASY scripts you can use to get through tough situations
- Give constructive feedback to encourage positive behavior

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- Get tips for handling criticism calmly

Working through conflict with tact and finesse

- Get to the root cause of the real problem
- Learn how to minimize conflict in the workplace
- Face elements of constructive confrontation calmly, confidently and head-on
- Defuse explosive situations quickly and easily
- Get the three-step method of working through a situation to permanently resolve conflict
- Keep your emotions from sabotaging you during conflict or confrontation

Listening skills: Your strategic advantage in interpersonal effectiveness

- Expand your personal power with excellent listening skills
- Master the basics of active listening
- Stop shutting down important feedback
- Read body language and nonverbal clues

People skills to help you shine in specific situations

- Make a memorable impression in those crucial first few seconds
- Say “no” without arousing anger or resentment
- Try these tips to make small talk at work-related social functions

TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)