

Interpersonal Communication Skills

Maximum Participants: 16

Duration: One Day

Timings: 09:30 – 16:30



Suitable for

Anyone who wants to develop their interpersonal communication skills, reach mutual understanding with others and build positive relationships.

Aim

To focus on concepts, processes, and challenges involved in interpersonal communication. You will develop skills to communicate effectively and make a positive impact in your job, role and organisation - potentially becoming a better communicator.

Learning Outcomes

By the end of the course, you will be able to:

- | | |
|-------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Recognise the role of perception, psychology, positive thinking, planning and practice within communication | <input checked="" type="checkbox"/> Choose appropriate words, tone of voice and body language to portray confidence and create a positive impact |
| <input checked="" type="checkbox"/> Identify the steps needed to give a clear and effective message and ensure it is understood | <input checked="" type="checkbox"/> Demonstrate active listening and questioning skills |
| <input checked="" type="checkbox"/> Assess your own preferred communication style and choose a 'best approach' to appeal to others' styles | <input checked="" type="checkbox"/> Evaluate your own interpersonal skills and identify areas for further development |

You will also leave the course with:

- | | |
|--------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> A sense of achievement | <input checked="" type="checkbox"/> A Personal Action Plan to take your learning further |
| <input checked="" type="checkbox"/> A toolkit of techniques and practical ideas for releasing your potential | |

Training Style

All courses are interactive, using diverse participatory, 'brain-friendly' training methods including: exercises; games/quizzes; handouts and workbook; small/large group discussion; skills practice and trainer input.

All courses are accompanied by a **Welcome Pack** (including some essential pre-course activities to prepare for learning) and a **'Bonus Pack'** after the training with additional tools, and follow-up activities to support transfer of learning to the workplace. (*email required)

Other Courses to consider (Visit my website for details of these and other courses)

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|---------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Assertiveness – An Introduction | <input type="checkbox"/> Negotiation Skills |
| <input type="checkbox"/> Effective Report Writing | <input type="checkbox"/> NLP in the Workplace (2 Days) |
| <input type="checkbox"/> Effective Networking Skills | <input type="checkbox"/> Presentation Skills – An Introduction |
| <input type="checkbox"/> Improving Your Performance through Emotional Intelligence (2 Days) | <input type="checkbox"/> Resolving Differences and Conflict |
| <input type="checkbox"/> Influencing and Persuading Skills | <input type="checkbox"/> Simply the Best – Building your personal image, self-esteem and confidence (2 Days) |
| <input type="checkbox"/> Motivating Staff for Peak Performance | |

Mike Phillips Training

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You cannot change others, only influence, you can change yourself."

Course Participant

Age UK



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