



# Course Outline

## Interpersonal Communication Skills

Minimum and Maximum Learners: 06 - 16    Duration: One Day    Timings: 10:00 - 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 on your job, role and organisation - potentially becoming a better communicator.

### Learning Outcomes

---

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

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

## Benefits of Attending

---

- ✔ Feel confident and ready to put your learning into practice.
- ✔ Take away a practical toolkit with proven techniques and ideas you can use straight away.
- ✔ Create a Personal Action Plan to apply your learning in your workplace.

## Training Style

---

This course is highly interactive and uses engaging, 'brain-friendly' methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You'll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (\*email required)

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

---

- ➔ Assertiveness I: Assertiveness in the Workplace
- ➔ Assertiveness II: Assertiveness and Me in Action (2 Days)
- ➔ Effective Networking Skills
- ➔ Effective Report Writing
- ➔ Improving Your Performance through Emotional Intelligence: Improve Your Workplace Relationships and Performance
- ➔ Influencing and Persuading Skills
- ➔ Motivating Staff for Peak Performance
- ➔ Negotiation Skills
- ➔ Advanced Communication:
- ➔ Using the Principles of Neuro Linguistic Programming - NLP Techniques (2 Days)
- ➔ Presentation Skills I: Presentations to Engage, Empower, INSPIRE
- ➔ Resolving Differences and Conflict
- ➔ Simply the Best – Building your personal image, self-esteem and confidence (2 Days)

