

Hands-on course , 2  
day(s)  
Ref : DRP

### Participants

Anybody who works in team.

### Pre-requisites

None.

### Next sessions

# Effective Interpersonal Skills

## OBJECTIVES

*Choose the right approach to achieve a harmonious working environment. Identify the dynamics of difficult situations and people. Learn how to respond quickly and effectively to defuse emotionally charged situations. Replace unproductive reactions with effective actions. Forge stronger professional working relationships.*

### 1) Understanding Relationship Dynamics

### 2) Knowing yourself better to Communicate better

### better

### 3) Dealing with Difficult People

### 4) Managing Conflict

### 5) Assertive Behaviour

## 1) Understanding Relationship Dynamics

- Understanding the Roles People Play.
- Seeing things from other perspectives.
- Recognising that all people are different.
- Active Listening and Responding.
- Tuning your non-verbal communication.
- Creating empathy.
- Effective questioning.
- Inspiring confidence among colleagues.
- Building a winning strategy based on cooperation.

### **Workshop**

*Role-play situations.*

## 2) Knowing yourself better to Communicate better

- Being aware of your strengths and development areas.
- Enhancing communication skills.
- Create your personal plan for success.

### **Exercise**

*Self-evaluations.*

## 3) Dealing with Difficult People

- Defining a Difficult Person.
- Handling difficult people and situations.
- Dealing with difficult or tricky people: The Know-It-Alls, The Dictators, The Passives, The Complainers, The Yes People, The No People...
- Understanding how others think, their fears, why they do what they do.
- Body language to deal with specific kinds of difficult people.

### **Exercise**

*Group discussion.*

## 4) Managing Conflict

- Sources of conflict.
- The Purpose of Conflict.
- Understanding the root causes of workplace conflict as well as your own mindset and communication style.
- Getting to the Heart of the Problem.
- What to do when someone criticizes you unfairly or threatens you.
- How to offer an aggressive person an alternative to direct conflict.
- Giving and receiving constructive feedback.
- Managing your emotions in stressful situations.
- Applying models and tools to manage conflict in different workplace settings.
- Conflict resolution strategies.
- Adapting your communication style.

### **Exercise**

*Role-play.*

## 5) Assertive Behaviour

- Assertiveness and how it differs from aggression and submission.
- Saying what you mean and structuring clear messages.
- Giving constructive criticism.
- The 7 key components for effective and assertive communication.
- How to express your opinions and thoughts and be direct without attacking or alienating others?
- Asking for what you want.
- Creating Win-Win scenarios: Achieving Resolution.

- How assertive are you?

**Exercise**

*Role-play. Group discussion.*