

INTERPERSONAL SKILLS TO BUILD RELATIONSHIP

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OBJECTIVE

- To understand your strengths and weaknesses
- To understand and know your colleagues, superior and subordinates
- To know and apply effective communication at workplace
- To improve harmonic cooperation
- To understand the importance of effective communication in business

Introduction What Is Interpersonal Skills?

- Barriers effecting good interpersonal skills
- The consequences of poor interpersonal skills

How To Create Good Interpersonal

- Knowing yourself
- Self assessment: Johari Windows
- Understanding your personal profile
- Developing personal Branding

Defining Communication

- What is communication?
- Communication process
- Basic principles of communication
- Impacts of negative and positive communication

Keys of Effective Communication

- Good communication profile
- Self assessment your communication profile with DISC tools
- Role play and Study Case

Non verbal Communication

- Eye communication
- Gestures / facial expression
- Posture and movement
- Dress and appearance
- Group discussion : How creating positive image

Active Listening

- Listening process
- Four key elements of good listening:
 - ✓ Encourage
 - ✓ Mirroring
 - ✓ Clarify
 - ✓ Summarizing
- Role play : Be a good listener



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