

Interpersonal Skills.

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## Overview.

Many people lack the techniques required for effective interpersonal communication. They may not understand how they come across to others, nor how to interpret other people's intentions.

Interpersonal Communication equips the workforce with world-class interpersonal communication strategies that quite literally transform their dealings with others.

A highly interactive programme, Interpersonal Communication develops a heightened awareness of how humans interact and the various components of human communication. It allows participants to experience the most effective communication strategies and types, to ensure a clear and shared understanding between themselves and others.

## Outcomes.

- Adopt invaluable listening and questioning techniques
- Understand the 3 styles of communication, and when to use them
- Identify and respond to differing communication styles
- Examine the use of language
- Understand language patterns
- Implement effective strategies to clarify understanding

## Business benefits.

An organisation's ability to learn and adapt to change hinges on its communication capabilities. The improvement of interpersonal communications will encourage shared understanding of meanings and messages. Increased synergies of teamwork will result from more effective communication.

## Duration.

2 days.