



## Interpersonal Skills for Managers Training Seminar

### **Who Should Attend:**

The target audience for this training seminar is operations and middle level managers, supervisors, executive assistants.

**Duration:** 1 day

**Prerequisite:** None

### **Objectives:**

At the end of this training seminar participants will be able to:

- Evaluate and determine the strength of their interpersonal skills
- Acknowledge and reward team and individual accomplishments
- Review and relate feedback towards increased productivity & problem solving
- Apply communication style concepts to delivery
- Manage time more effectively
- Influence team towards excellence
- Identify and address communication and other issues towards a cohesive work team

### **Content:**

- Expectancy
  - Team mates, subordinates, managers
- Key characteristics of effective interpersonal skills in the place of work
- Barriers to being effective
- Define and apply perception concepts
- Evaluate how you currently approach your work and other team mates
- Evaluate causes of misunderstandings – case studies
- The matter of risk taking and accountability
- Verbal clues or communication
- Non-Verbal clues or communication
- Carefully managing first impression
- How to develop and relate clear messages
- Evaluate your listening ability
- How to use feedback to achieve exceptional performance standards

- Self-disclosures & feedback
- Using motivation to achieve high performance levels
- How to build productive work relationships
- Being effective in giving directions/ directives
- How to deal with conflict
  - Assertive
  - Non-assertive
  - Aggressive
- Using certain assertive behaviours that will encourage others to work well with you
- How to get what you need from your peers towards increased performance
- Evaluate yourself as a team player and/ or leader towards achieving high levels of productivity
- Outline Team development plan
- Achieving high performance level – at every good cost