Course Introduction

In today’s fast-paced business world, effective communication is the foundation for creating a highly productive organization and workforce. Despite the rise of modern communication tools, the quality of interpersonal communication often declines, leading to misunderstandings and missed opportunities. Building rapport with others is essential to foster trust, openness, and strong relationships at all levels of an organization.

This course delves into proven management processes and communication methodologies used by successful companies to build cohesive teams and effective interpersonal relationships. Participants will explore various behavior and communication styles and learn how to apply these strategies to become more influential and persuasive communicators in the workplace.

Targeted Groups

This course is designed for:

- **Employees**
- **Supervisors**
- **Senior and Middle Managers** with solid communication skills who wish to enhance their abilities further.

Course Objectives

By the end of this course, participants will be able to:

- Identify different approaches to interpersonal relationships.
- Improve organizational communications and foster better workplace connections.
- Discover and understand personal listening styles.
- Build rapport with others and improve interpersonal relationships.
- Practice assertiveness skills and apply them in various workplace scenarios.
- Effectively say “No” and disagree assertively when necessary.
- Enhance the ability to influence individuals with different personalities.
- Develop strategies for creating a positive work environment and motivated teams by utilizing personal motivation and communication techniques.

Targeted Competencies

Participants will develop competencies in:

- **Communication Skills**
- **Listening Skills**
- **Motivating Others**
- **Emotional Intelligence**
- **Interpersonal Skills**

Course Content

Unit 1: Defining Effective Communication

- Debunking myths in communication
- Key elements in communicating with others
- Understanding communication windows
- Identifying different approaches to interpersonal relationships
- Characteristics of effective communicators
- Communication within teams and organizational settings

Unit 2: The Art of Listening

- Identifying your personal listening profile
- Understanding various listening approaches
- Techniques for active listening
- Paraphrasing and effective listening strategies
- Utilizing clarification techniques in communication

Unit 3: Understanding Others' Filter Systems

- Internal representational systems and their impact on communication
- Eliciting meta-programs to understand communication preferences
- Building rapport with others and fostering effective communication
- The art of persuasive communication
- Using questions to probe and understand others

Unit 4: Assertiveness Skills

- Defining assertiveness and its role in communication
- The power of self-talk in maintaining assertiveness
- Assertive rights and corresponding responsibilities
- Learning how to say "No" without conflict
- Providing feedback and practicing assertive behavior
- Ten activities to develop assertive behavior

Unit 5: Influencing Others

- Secrets of influencing others effectively
- Characteristics of an effective influencer
- Building rapport to enhance influence
- Understanding sources of individual power
- Identifying influencing styles and their applications
- A comprehensive recipe for successful influencing
- Tailoring influence techniques to different personalities

Interpersonal Skills Training for Managers and Employees

This course also offers specialized interpersonal skills training for both managers and employees, providing tailored activities and techniques to help build strong professional relationships. Through engaging exercises and real-

world scenarios, participants will refine their communication skills and leadership abilities.

The course emphasizes practical strategies to improve conflict resolution, build trust, and enhance emotional intelligence in leadership roles. As participants progress, they will learn how to influence others, collaborate effectively, and handle challenging interpersonal situations with confidence and ease.

Upon completing the course, participants will have a robust foundation in advanced communication and interpersonal skills, empowering them to thrive in the modern business environment as persuasive communicators and effective leaders.