Developing Successful Interpersonal Skills | 3 Days

In our inter-connected world, good communication and cooperation is key to working efficiently. Respectfully engaging with others can enhance or inhibit workflow and be the difference between the success or failure of a project or an entire organization. This course will prepare you for the collaborative situations inherent in every facet of business, whether working with colleagues, partners, vendors, or clients.

WHO SHOULD ATTEND:

Managers and other professionals who want to gain the critical skills to successfully interact with or lead others through cooperative teamwork, as well as those desiring to improve their overall communication.

JOB ROLES:

Personal Development
Leader of Teams/Projects
Leader of Managers/Departments
Leader of Organizational Strategy

OBJECTIVES:

• Recognize the difference between hearing and listening
• Enhance interpersonal relationships through the use of verbal and non-verbal communication
• Apply techniques to move towards high quality conversation
• Create a positive impression through a powerful introduction
• Influence others through sharing perspectives and opinions constructively
• Use logic and emotion to persuade and collaborate
• Identify ways of sharing thoughts and opinions constructively
• Prepare for and conduct simple negotiations

COURSE OUTLINE:

The Importance of Interpersonal Skills
Verbal Communication Techniques
    Hearing versus Actively Listening
    Connecting with Powerful Communication
Non-Verbal Communication
    Understanding the Elements of Vocal Delivery
    Interpreting and Applying Body Language
    Building Self-Awareness
Creating a Powerful First Impression
    Creating a Powerful Introduction
    Cultivating Your Impact
The Art of Conversation
    Mastering the 4 Levels of a Conversation
    Moving a Conversation Along
    Applying Tools for Deepening Conversation

Influence and Persuasion
    Influencing Others
    Seeing the Other Side
    Building Bridges
    Extending Your Influence
Interacting Positively
    Applying Logic and Owning Emotions
    Disagreeing Constructively
    Bringing People to Your Side
    Building Consensus
Negotiation Basics
    Planning for Negotiation
    Managing the 4 Stages of Negotiation
    Arriving at an Agreement

We Ensure Personal & Professional Growth Through:

TOPIC-SPECIFIC, REINFORCEMENT MATERIALS TO ENRICH YOUR JOURNEY
eBooks, On-Demand Courses, Quick Videos,
Personal & Team Assessments, Tools & Templates.

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Post-Class Reinforcement Materials

Each of the Leadership and Professional Development courses include a suite of post-class reinforcement materials that are unique to each title. Content such as e-books, quick videos, personal and team assessments, tools and templates, and other materials, have been selected to ensure that you continue your journey to ongoing success beyond the classroom. All e-assets, such as books and videos, come with 1-year access.

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Reinforcement Videos
- How Leaders Foster Innovation featuring Sir Ken Robinson
- The Invisible Habits of Excellence featuring Juliet Funt
- Inventing the Future featuring Nigel Barlow
- The Role of Creativity and Diversity in Leadership featuring Linda Hill
- Do the Impossible: Innovation Begins with Belief featuring Noah Blumenthal
- When We Get Our Best Ideas featuring Anne Riches
- The Creative Leader: How to Avoid Job Blindness featuring Nigel Barlow
- Innovation: Spend More Time Defining the Problem (and Much Less on the Solution) featuring Steve Shapiro
- Creativity is a Collaborative Activity featuring Sir Ken Robinson
- Facilitate Creativity Using Role Storming featuring Josh Linkner
- The Importance of Experimenting featuring Steve Shapiro
- Creativity and Execution featuring Vijay Govindarajan
- Rethinking How to Open Your Mind featuring Nigel Barlow
- Creating an Innovation-Friendly Environment featuring Steve Lundin

Book Summaries
- *The Element: How Finding Your Passion Changes Everything* by Sir Ken Robinson and Lou Aronica
- *Out Think: How Innovative Leaders Drive Exceptional Outcomes* by G. Shawn Hunter

Blueprints
- *How to Reintroduce the Creative Process to Your Employees* by Richard C. Cook, Paul J. Galeski, Marcio M. Moreira and Joel P. Moskowitz

Leader-Led Activities
- Boosting Creativity Discussion Guide
- Encouraging Creative Thinking Discussion Guide
- Workability of Ideas Discussion Guide
- Organizational Creativity Facilitation Guide
- Personal Creativity Facilitation Guide
- Access Using a Creative Process Application Guide

Self-Assessment
- Personal Characteristics

Business Impact
- Business Impact: Wanted – Innovation Leaders

Challenge
- Challenge: Promoting Creative Thinking

Tools
- Organizational Characteristics
- Removing Barriers
- Boosting Creativity
- Facilitating Creative Thinking
- Group Techniques
- Workability of Ideas

Test
- Leadership Advantage Test Yourself: Creative Thinking

Core Message
- Leadership Advantage: Creative Thinking 2.0

Case Study
- Encouraging Creative Thinking
- Removing Creative Thinking Barriers
- Thinking Creatively
- Using a Creative Process

Key Concept
- Key Concept: Personal Characteristics of Creativity
- Key Concept: Creativity Barriers
- Key Concept: Overcoming Personal Barriers to Creativity
- Key Concept: Techniques for Increasing Creative Thinking
- Key Concept: Using a Creative Process
- Key Concept: Techniques for Creative Thinking in Groups
- Key Concept: Determining If Ideas Will Work
- Key Concept: Building on Ideas

e-Books
- Building Trust: In Business, Politics, Relationships, and Life
- The Relationship Edge: The Key to Strategic Influence and Selling Success, Third Edition
- Five Keys of Powerful Business Relationships: How to Become More Productive, Effective, and Influential

Videos/Courses
- The Critical Skill of Listening
- The Power Of Good Conversation
- The Six Principles of Persuasion
- The Four Decision Styles

Materials listed above are representative and do not include all assets, which are subject to change as titles and resources are always being updated.

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