

# Interpersonal Skills

We've all met that dynamic, charismatic person that just has a way with others and has a way of being remembered. Your participants will identify ways of creating a powerful introduction, remembering names and managing situations when they've forgotten someone's name.

The Interpersonal Skills course will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along and progressing to higher levels of conversation.

## Objectives

Understand difference between hearing and listening | Know ways to improve communicating skills | Identify skills needed in starting a conversation | Identify ways of sharing one's opinions constructively | Learn to make a powerful first impression

## Interpersonal Skills Course Outline:

### Module One: Getting Started

- > Icebreaker
- > Housekeeping Items
- > The Parking Lot
- > Workshop Objectives

### Module Two: Verbal Communication Skills

- > Listening and Hearing: They Aren't the Same Thing
- > Asking Questions
- > Communicating with Power

### Module Three: Non-Verbal Communication Skills

- > Body Language
- > The Signals You Send to Others
- > It's Not What You Say, It's How You Say It

### Module Four: Making Small Talk and Moving Beyond

- > The Four Levels of Conversation

### Module Five: Moving the Conversation Along

- > Asking For Examples
- > Using Repetition
- > Using Summary Questions
- > Asking For Clarifying and Competencies

### Module Six: Remembering Names

- > Creating a Powerful Introduction
- > Using Mnemonics
- > Uh-Oh I've Forgotten Your Name

### Module Seven: Influencing Skills

- > Seeing the Other Side
- > Building a Bridge
- > Giving in Without Giving Up

### Module Eight: Bringing People to Your Side

- > A Dash of Emotion
- > Plenty of Facts
- > Bringing It All Together

### Module Nine: Sharing Your Opinion

- > Using I-Messages
- > Disagreeing Constructively
- > Building Consensus

### Module Ten: Reaching The End

- > Preparation
- > Opening
- > Bargaining
- > Closing

### Module Eleven: Negotiation Basics

- > Creating a Powerful First Impression
- > Assessing a Situation
- > Being Zealous Without Being Offensive

### Module Twelve: Wrapping Up

- > Words From the Wise
- > Review of Parking Lot
- > Lessons Learned
- > Completion of Action Plans and Evaluations