



Training Topics:

- **The Basics of Interpersonal Communication**
 - To educate participants on tips and strategies those are followed by people with a high-level of interpersonal intelligence, for participants to start using in order to create powerful results in business relationships.
 - Starting and sustaining conversations that are engaging
 - Handling conversations with the opposite sex
 - Acknowledging differences
 - Giving and receiving compliments
 - Coming across as a positive person
 - Avoiding bad conversational habits
- **Communicating Effectively at the Workplace**
 - To enable participants to effectively communicate in business situations they encounter on a regular basis.
 - Dealing with difficult people
 - Dealing with negativity at the workplace
 - Sharing knowledge at the workplace
- **Communication the “Big Picture”**
 - Understanding key interpersonal elements of the communication process
 - How to ensure individual staff have clarity, commitment to and agree with business objectives
 - Communicating in a way that inspires staff and gets buy-in
 - Ensuring staff see how ‘what they do’ matters to the business
- **Delivering Feedback with Conviction and Confidence**
 - Connecting with colleagues: showing you have listened
 - Communicating responses: stating your positions
 - Using constructive ways to deliver feedback for:
 - Reinforcement
 - Redirection
 - Receiving and handling feedback



- **Displaying Courteousness and Thoughtfulness at the Workplace**
 - To enable participants show courtesy to everybody they work with, thereby improving their business relationships and be perceived as being good people to work with.
 - Being thoughtful to colleagues regardless of position
 - Sticking to convictions as diplomatically as possible
 - Apologizing
 - Showing appreciation
 - Extending courtesy to guests, consultants, and new employees

- **Interpersonal Effectiveness in Meetings**
 - To equip participants with strategies to conduct themselves in a healthy and positive manner during meetings with their colleagues and their customers.
 - Agreeing & Disagreeing in Meetings
 - Presenting an idea
 - Responding to questions
 - Goading participants to act on the Action Items agreed upon in meetings

- **Greetings and Introductions in Business**
 - To enable participants create a lasting positive impression when they meet people for the first time in business situations.
 - Shaking hands/smile/eyes
 - Self-introductions
 - Handling introductions
 - Exchanging business cards

Training Hours:

The total duration of the training program will be 16 hours spread across 2 days

Training Methodology:

- PowerPoint will be used to teach concepts and show movie clips (where appropriate).



Interpersonal Skills Training



- Role plays will be used to enable the trainees to look at situations from various perspectives.
- Activities which enhance their understanding of theoretical concepts will be used.
- The training will be centered around experiential learning techniques.

Resources Required:

- Momentum Training Solutions will conduct the training.
- Maximum number of participants to a class will be 15.
- The training will be conducted at a venue organized by the client.
- The LCD projector & computer will be provided by the client.
- Handouts will be printed/photocopied by the client.