

Interpersonal and Communication Skills (full day)

Course Outline



This course gives participants an understanding of the factors that contribute to effective communication in a variety of contexts and situations. Provide a solid foundation and indispensable skills for dynamic interpersonal relationships, especially within a workplace environment.

Content modules:

- Understanding interpersonal styles and techniques of communication
- Self awareness
- Exploring differences
- Assertiveness skills
- Communicating feeling
- Nonverbal communication
- How to achieve effective communication
- Effective listening techniques
- Communication in relationships
- Personal power & influencing skills
- Attitudes, values and perceptions
- Feedback strategies
- Interpersonal power
- How to deal with different situations & conflict
- Conflict management strategies and techniques
- Negotiating conflict in relationships
- Dealing with difficult people
- Dealing with people under stress
- Working together

Learning outcomes:

- Demonstrate an understanding of interpersonal skills as part of effective communication processes
- Identify the significance of attitudes, values and perceptions in interpersonal communication
- Identify the effects of behaviour on interpersonal communication
- Demonstrate a range of effective interpersonal communication skills
- Use assertiveness skills
- Use interpersonal skills in the workplace team
- Maintain a helping relationship with clients
- Utilise effective communication skills to build strong relationships
- Develop, implement and promote effective communication techniques

Learning styles:

- Lecture/seminar
- Large group participation
- Case studies
- Small group break-outs
- Role plays

"I have found this course extremely valuable."

"What I enjoyed most about the session was how the presenter involved those present with activities and group discussion."

"[The presenter] was well prepared, enthusiastic and knowledgeable"