



## Interpersonal effectiveness

### Benefits

This programme will provide you with the tools to:

- Understand and adopt the principles of effective interpersonal communication
- Network and build rapport and trust
- Handle difficult situations with professionalism
- Be a more effective communicator in a wide range of work-related scenarios and contexts

### Who should attend?

Anyone who:

- Requires more confidence when interacting with colleagues and clients
- Needs to refresh and develop their existing skill set
- Has experienced challenging interpersonal situations

### Programme content

- Making sense of the message you give and receive: clarity, active listening, avoiding misunderstandings
- Building relationships: rapport and empathy, networking
- Interpersonal dynamics: others' perceptions and expectations; style switching
- Delivering difficult messages: giving feedback, how to say 'no'
- Effective influencing: assertiveness, creating shared vision

### Related Courses

Influencing and Negotiating Skills

The importance of good interpersonal skills in the work place cannot be underestimated. The ability to build rapport and trust, to present ourselves and our ideas with clarity and professionalism and to be able to handle challenging situations is invaluable. With an ever-increasing reliance on virtual methods of communication, the opportunity to practise and develop our interpersonal skills in a professional context has diminished. When situations arise which require something other than written communication, whether it be delivering a difficult message, handling a complaint or building a new relationship, we can sometimes find that we lack the key interpersonal skills required to achieve the best results.

'Interpersonal Effectiveness' will provide you with the opportunity to refresh and develop these core skills in a lively, open and highly interactive environment, enabling you to become more confident and effective interpersonally.

## Locations, Dates & Fees

London

11 May & 12 October

Individual Fee: £450 per delegate

Group Booking: £405 per delegate

All sessions are from 10am - 5pm  
with one hour for lunch

Lunch & refreshments included

Please note that local taxes may apply