

**INTERPERSONAL SKILLS IN BUSINESS**

S. No.	Module	Training Objective	Focus Areas	Method(s) of Instruction	Duration - Breakup	Total Duration
1	Welcome	To give participants an overview of the Training Program; allow participants to set ground rules during training and formulate collective training objectives.		Instructor-led PowerPoint including open-ended questions for eliciting objectives	30 min.	30 min.
2	Greetings and Introductions in Business	To enable participants create a lasting positive impression when they meet people for the first time in business situations.	Having a radiant smile Shaking hands Using the eyes to appear intelligent / insightful Self-introductions Introducing people -- who's introduced first? How much to talk during an introduction Exchanging business cards	ILT Role-plays with peer- and facilitator feedback	30 min. (instruction) + 60 min. (role-plays)	90 min.
3	The Basics of Interpersonal Communication	To educate participants on tips and strategies that 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.	Tips for comm-YOU-nicating effectively Sounding like you have a super personality Always have something interesting to say Do's and Don'ts when communicating with the opposite sex Acknowledging differences Giving and receiving compliments Coming across as a positive person	ILT Role-plays with peer- and facilitator feedback	30 min. (instruction) + 60 min. (role-plays)	90 min.
4	ABCs of Conversations	To enable participants use effective conversational techniques for healthier interpersonal relationships.	Avoiding bad conversational habits Making people want to start a conversation with you Tips for starting great small talk Asking someone where they're from and what they do Tips that can be used when running out of conversational topics Responding when you don't want to answer a question posed to you Tips to resuscitate dying conversations	ILT Role-plays with peer- and facilitator feedback	30 min. (instruction) + 60 min. (role-plays)	90 min.
5	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 Greeting colleagues Extending courtesy to guests, consultants, and new employees	ILT Role-plays with peer- and facilitator feedback	30 min. (instruction) + 60 min. (role-plays)	90 min.
6	Tips for Communicating Effectively at the Workplace	To enable participants to effectively communicate in business situations they encounter on a regular basis.	Dealing with difficult people Tips for dealing with people who steal ideas Dealing with negativity at the workplace Sharing knowledge at the workplace Tips to deal with office gossip Handling interruptions Sounding good over the phone	ILT Role-plays with peer- and facilitator feedback	30 min. (instruction) + 90 min. (role-plays)	120 min.
7	Discussions and Arguments	To enable participants develop a positive attitude to dealing with arguments and being a part of vital discussions at the workplace, and provide participants with techniques to develop the same.	How rudeness wrecks working relationships Counter-attacking as against fighting Tips to make yourself clearly understood / communicating clearly Being direct without hurting anyone Staying "cool" by managing emotions Tips to disagree without causing any inconvenience Tips for asking questions to gain clarity, agreeing, responding, and appreciating	ILT Role-plays with peer- and facilitator feedback	30 min. (instruction) + 90 min. (role-plays)	120 min.
8	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	ILT Role-plays with peer- and facilitator feedback	20 min. (instruction) + 60 min. (role-plays)	80 min.