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
    - Direction
  - Receiving and handling feedback
Interpersonal Skills Training

- **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:**

- MMM 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.