



## Training Topics:

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- **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:**

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



# Corporate Softskills Training - Interpersonal Skills Training



## Training Methodology:

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- 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
- Instructor Led Training
- The training will be centered around experiential learning techniques

## Resources Required:

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