

Training Workshop – Module Overview

Innesskirk's innovative "Professional Interpersonal Skills" provides an excellent foundation in communication skills. Known as "People Skills" or "Emotional Intelligence" focuses on being aware of your own behavior and the direct or indirect impact it has on others. These skills and behaviors are unquestionably imperative for outstanding managers, supervisors, or team members.

Communication is much more than just talking with people. It encompasses an awareness of body language – both your own and others; recognizing the right place and time for various topics; and most importantly - it includes listening. This workshop allows you to return to the workplace with a toolbox full of effective communication skills that can be used to ensure your success in managing yourself and others.

Tutorial sessions, case studies, practical exercises, presentations and syndicate work make this a proactive, hands-on course.

Workshop Objectives – Delegates Will Be Able To...

-  Communicate with others effectively
-  Recognize personal communication gaps
-  Build better relationships with others
-  Work in teams and contribute successfully
-  Become a more people-focused person in all tasks

Post Workshop – IMPACT™ Program

IMPACT™ Project – Delegates identify a work related project during the last hour of the training that will be used as a measurable indicator of successful application and implementation of the training content.

IMPACT™ Coaching – The delegates participate in custom-designed coaching sessions to facilitate the completion of their **IMPACT™ Project**. Delegates document the project's life cycle and all related issues in the provided coaching booklet.

Workshop Agenda – Day One

WELCOME

Introduction And Course Objectives

Agenda begins with the introduction of course objectives, materials, methodology and pedagogy. Instructor will include the introduction of delegates through icebreaker activity.

What Are Interpersonal Skills And Why Are They Important?

Instructor reviews the basics: definition of interpersonal skills and emotional intelligence; common characteristics of excellent communicators; and the overall effect of perfecting interpersonal skills; including a review of behaviors we need to adopt and common mistakes.

Communication And Building Better Relationships

Delegates learn to communicate in a clear and positive manner; Learn to make small talk; and understand the importance of non-verbal communication. They practice behaviors necessary to become an effective communicator, including increased self-awareness through communication exercises, video reflection and review.

LUNCH

Understanding Why We Do What We Do – Self Motivation And Motivating Others

Learn what makes people tick, what gets them out of bed in the morning and methods to utilize this knowledge to strengthen your competences. Discover motivating factors for team members, their values and beliefs; and techniques for behavior and communication to motivate them to outstanding performance in all aspects of their jobs.

Human Behavior Styles – Individual and Team Behavior

Recognize the most common behavior styles; understand psychometrics for individuals and teams; and a review of Constructive, Aggressive and Passive behaviors.

CLOSING

Review the main points of interest of the day, identify possible work-projects and preview day two.



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Professional Interpersonal Skills

Workshop Agenda – Day Two

WELCOME

Communication And Guidance Skills

Day Two begins with a session to practice methods to influence or guide others, recognize personal trait changes necessary to become more effective in gaining acceptance of ideas and projects of virtually any kind.

Coaching And Feedback Skills

Learn to coach, provide positive feedback and constructive criticism to team members to support their personal and professional development. Segment includes the practice of applying these skills to the appropriate situation, i.e. formal coaching sessions, on the job coaching, performance reviews, etc.

LUNCH

Managing Conflict

Instructor leads delegates to practice managing conflict on a one-on-one basis; managing conflict between team members; communication and techniques to handle nearly any conflict situation that may arise.

Dealing With Difficult People And The Influence Of Culture

This segment focuses on processes to deal with difficult people; different cultures; and the impact of cultural diversity on professional interpersonal skills.

Identification Of IMPACT™ Project

Delegates are assigned to groups and asked to identify a project which will require the use of the new knowledge and information acquired during the workshop. This will allow the delegates to transfer the new knowledge into skills and effective work habits.

CLOSING

Review the main points of interest for the course, deliver course administration such as: evaluation, action plan and deliver delegate certificates.

Do You Have Specific Requirements?

Tailoring For In-Company Delivery

We can run this workshop as a one, two or three day event. We can also adapt the content to meet your specific training objectives.

For more information about our In-Company specialized workshop services, email us at info@innesskirk.com to discuss your specific requirements further.



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