

INTERPERSONAL SKILLS

OVERVIEW

There seems little agreement between researchers as to what constitutes an effective manager. Little agreement, that is, with one exception. Virtually every study concludes that, whatever other qualities a good manager needs, success requires good interpersonal skills. When you think about it, it seems obvious. People are the most critical element of all our businesses. It must follow that: getting them; training them effectively; motivating them; communicating with them; keeping them; has to be at the top of a manager's wish list.

Unfortunately, many of us find that dealing with staff is not easy. Being technically competent or an expert in our product or service does not automatically make us good at dealing with people.

The good news is that these skills can be developed and cultivated. We can improve the way we deal with people with just a small amount of effort and a few practical clues. Indeed, most people find that this course is a great business investment and really valuable also for personal relationships outside work.

And an added bonus, it is also a fun and enjoyable program.

AIMS

The program aims to improve participant's skills in dealing with staff in terms of training, motivation, guidance, appraisal and discipline. Participants will learn:

1. To recognise the "interpersonal gap" and the key interpersonal skills needed to bridge it?
2. A sound understanding of their present interpersonal skills.
3. How the key interpersonal skills work including listening, goal setting, feedback, motivation, performance appraisal and conflict resolution.
4. How to acquire these key skills.
5. Strategies to take these understandings and new or improved skills back to the job.

LEARNING OUTCOMES

At the conclusion of the program, participants will :

- a. Know and understand the importance of interpersonal skills and their role in effective people management.
- b. Have developed and practised a range of improved interpersonal skills.
- c. Know and understand strategies for the continued development and enhancement of interpersonal skills in the workplace.
- d. Have the confidence to use these new skills when dealing with people at work.

Every effort is made to tailor the precise program content to reflect the major needs and interests of individual participants.

PROGRAM CONTENT

The program uses a blend of classroom sessions, interactive group work and experiential learning activities.

It includes intensive work on the key interpersonal skills and utilises video feedback techniques.

EVALUATION :

Participants are always invited to provide their responses to the program which provides an indication of participant "comfort level".

However, over time the only real determinant of program success is the extent to which the program may be seen to have impacted upon participant performance. Our approach is to provide the participant, or a nominated manager or supervisor, with an evaluation instrument for completion several weeks after conclusion of the program. This is essentially an in-house tool for use by the client.

However, we encourage organisations to return a copy of the completed instrument for use in the

future review, development and general improvement of the program.

DURATION :

The basic program is designed to cover two full days of eight hours each. However, both shorter (half- and one-day) and longer (three-day) versions have been successfully conducted to meet particular client needs.