EFFECTIVE INTERPERSONAL SKILLS

To achieve desired results in a diverse workplace, all employees need to develop better interpersonal skills with the various people they interact with. In this programme, participants will learn about their behaviour and its effect on others. They will also learn about how others perceive them, their strength and weakness and be able to develop a flexible style in relating with co-workers and other people.

Learning Objectives

Participants will:

- Gain a greater understanding of their behaviour and influence on others
- Create a healthy collaboration and productive work environment
- Understand personality types and why people behave the way they do
- Manage anger, stress and other unproductive emotions
- Develop positive attitudes towards others
- Be able to build trust and rapport with others

Learning Contents

- Understanding diversity and differences in people
- Personality profiles and self-awareness
- Perceptions and ladder of inference
- How values, belief patterns and oxymorons affect behaviour
- Sensitivity to others and their needs
- Emotional intelligence / Emotional Bank Account

- Stimulus – Response – Feedback
- Influencing techniques – the six Rules of Persuasion
- Networking skills
- Managing difficult people
- Anger management
- Building rapport and trust
- Empathic listening
- Using and interpreting body language
- Resolving interpersonal conflicts
- Transactional analysis
- Attitudinal change techniques

Fee:

PhysicalVirtual (local)Virtual (International)

~~₦~~ 250,000.00	~~₦~~ 209,900.00	$ 165.00

Discounts off regular fees for open programmes: 3-5 nominations – 5%

Programme also available as in-plant. **Fee:** Negotiable

WHO Should Attend?

Officers, line managers, accountants, engineers, IT specialists, technical managers and all who

deal with people in the work environment.

March 4 – 6,

July 15 – 17,

October 13 – 15, 2026.

Property of Impact Consulting Nigeria.

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