

**Interpersonal Skills**

“The internet and online communication is the window into your world - but real life, in person communication / connection is the door.”

 – Rasheed Oganlaru



Interpersonal Skills Workshop

Duration: 1Day

No of Participants: 25-30 Pax

Timing: 9:30 A.M- 5:30 P.M

Target Audience

* Individual Contributors
* Team Managers
* Supervisors
* Any department Employees

Workshop Objectives

* Understanding Interpersonal Skills
* Knowing the various personality styles
* Building Emotional Intelligence
* Developing Empathy & Active Listening
* Being a Team Player
* Some Other Tips on Interpersonal skills
* Building productive relations



Workshop Outline

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| **Sr. No.** | **Time** | **Topic** |
| 1 | 9:30-10:15 AM | **What’s In It for Me**• Workshop Intro & Agenda• Ground Rules• Icebreaker• Facilitator Intro• Participant Intro & Expectations |
| 2 | 10:15- 10:30 AM | **Pre-Training Assessment** |
| 3 | 10:30- 11:15 AM | **Understanding Interpersonal Skills**• What is Interpersonal Skills• Importance for self & Organisation• Components of Interpersonal Skills• Building a Charismatic Personality (Attitude + Communication-Verbal & Non Verbal+ First Great Impression |
| 4 | 11:15 -11:30 AM | **First Tea Break** |
| 5 | 11:30 -12:15 PM | **Personality Styles – We are All Different•** Personality Type Assessment - DISC• Understanding Different Styles * Knowing the Blind Spot (Johari Window)
* We Communicate Differently
 |
| 6 | 12:15 - 1:00 PM | **Emotional Intelligence** * Understanding Emotional Intelligence
* We are all Social Animals
* Circle of Influence Vs Circle of Control
* What makes us more Emotionally Intelligent
* Emotional Intelligence at workplace
 |
| 7 | 1:00 - 1:45 PM | **Lunch Break** |
| 8 | 1:45 – 2:00 PM | **Energiser** |
| **9** | 2:00 – 3:00 PM | **Developing Empathy & active Listening•** Understanding Empathy* Why Empathy is Important
* Mirror Neurons
* Empathetic Listening-Being Active Listeners
* Ways to develop empathetic behaviour at workplace- Extending Courtesy to guests, consultants and new employees
 |
| 10 | 3:00 – 4:00 PM |  **Being a Team Player-Collaboration Skills*** Understanding Collaboration skills in organisation
* Showcasing the Big Picture (Clarity & Commitment for Business Objectives)
* Apologising and Showing Appreciation for Colleagues
* Giving Constructive Feedback
* Sharing Knowledge at the workplace
* Developing Assertive Communication
 |
| 11 | 4:00 – 4:15 PM | **Second Tea Break** |
| 12 | 4:15 – 4:30 PM | **Some Other Tips on Interpersonal Skills*** Sticking to convictions as diplomatically as possible
* Dealing with difficult people
* Dealing with people who steal ideas
* Dealing with office gossip
* Handling interruptions
 |
| 13 | 4:30 - 4:45 PM | **Recap and Q&A** |
| 14 | 4:45- 5:00 PM | **Post Training Assessment** |
| 15 | 5:00- 5:30 PM | **Closing**• Feedback forms• Q& A (If any)• Closing Video (If any)• Group Photo |

\*This Workshop outline is based on the industry best practices and will be customised after discussion with the client. \*