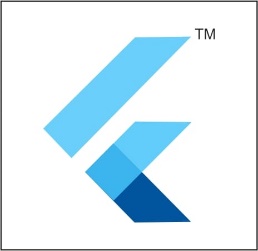


**Interpersonal Skills**

“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

|  |  |  |
| --- | --- | --- |
| **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. \*