

**TMY-SS25: Interpersonal Skills- Building Better work Relationships**

Course Code: TMY-SS25

Duration: 2 days

Instructor-led Training (ILT) | Virtual Instructor-led Training (VILT)

**OVERVIEW**

Interpersonal skills is a life skill aimed at building strong personal and professional achievement. Many employers look at this life skill as a differentiator between a good and great employee. Organizations are looking for people who can work well with team members and interact effectively with people within and outside the department. Since people are uniquely and predictably different, it is pertinent to understand individual behavioral together with strategic interpersonal communication, negotiation and conflict resolution techniques to enrich effective interpersonal skills and maintain a win-win harmonious workplace relationship.

**SKILLS COVERED**

Upon completion of this program, participants will be able to:

- Appreciate the uniqueness of individuals in interpersonal skills
- Build interpersonal communication to interact with influence for win-win relationship
- Build trust and gain respect from co-workers for harmonious workplace relationship
- Raise emotional intelligence in interpersonal relationships
- Gain insights into strategies and techniques on conflict resolution
- Sharpen your listening skills which is the core to effective communication

**WHO SHOULD ATTEND?**

This course is for all professionals, supervisors and managers with management responsibility who needs to develop and improve their interpersonal skills.

**PREREQUISITES**

There are no prerequisites required to attend this course.

**MODULES****MODULE 1 – UNDERSTANDING FUNDAMENTALS OF INTERPERSONAL SKILLS**

- Interpersonal Skills is a Key Differentiator between a Good and Great Staff
- The Appearance of Strong Interpersonal Skills
- Discovering your Communication Style and Understanding Others to Enhance Interpersonal Relationships
- Core Areas in Interpersonal Skills

**MODULE 2 – BUILDING INTERPERSONAL COMMUNICATION BLOCK**

- Common Interpersonal Communication Pitfalls and Barriers
- Understand Cultural and Language Barrier for Good Communication
- Building Relationships with Approachability, Tact and Diplomacy
- Verbal and Nonverbal Communication Intelligence
- WM Communication Factor to Foster Better Relationship
- Sharpening Active Listening with Understanding Skills
  - Listening or Hearing
  - Seek First to Understand, Then to be Understood
  - Listener Profiles

- Barriers to Effective Listening Skills
- Cultivating Effective listening Skills

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### **MODULE 3 – WORKPLACE HARMONY WITH INTERPERSONAL RELATIONSHIP MANAGEMENT**

- The Importance of Relationship Competency for Self and Others
- Raising Emotional Intelligence in Interpersonal Relationship
  - Building Attachment Bonds, Creating Trust
  - Collaboration and Cooperation
  - Team Capabilities
  - Leverage on Diversity
- Major Relationship Management Strategies in Current Trend
  - Take Feedback Well
  - Remember the Little Things that make an Impact

### **MODULE 4 – DEALING WITH PEOPLE AND CONFLICT RESOLUTION**

- Understanding the “Is and Is Not” about Conflict
- Types and Stages of Conflict at Workplace
- How Conflicts Happen with Conversation Turns Crucial
  - Common Outlook of Crucial Conversation
    - Unhealthy Pathways: Silence or Violence
    - Characteristics of Silence and Violence
    - The Power of Words
- Strategies and Techniques to Manage Conflicts for Positive Results
  - 8 points Conflict Resolution
  - C32A Ways to Deal with Conflicts
  - The Whole Work of Negotiation
    - Reflecting
    - Clarification
    - Assertiveness