

Interpersonal Skills

The mastery of interpersonal skills and communications is of utmost importance within the organization. Upholding positive interpersonal communication skills and business relationships among colleagues, subordinates and superiors is the key to maintaining a successful work environment. This course is designed to enhance the knowledge, attitudes and skills of the participant so that they will be able to overcome workplace obstacles by strategically applying interpersonal communication skills to persuade and negotiate their way to positive results.

Course Outline

- Introduction
- Behavioral Types
- Push Styles
- Pull & Moving Away Styles
- Emotional Intelligence

Who Should Attend

All level staff such as:

- Staff that want to build up or improve interpersonal skills that create dominant relationships.

Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

Course Duration

The standard duration of this course is 12 contact hours.

Learning outcomes

Upon the completion of this Course, the learner will be able to:

- Identify the main obstacles to the effective use of Interpersonal Skills
- Understand the nature of the components of the interpersonal process
- Understand a range of techniques that are required as Interpersonal Skills
- Use these techniques to build an effective interpersonal process
- Explain the benefits of having excellent Interpersonal Skills

Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions
- Case studies
- Practical sessions
- Question and answer sessions
- E-learning
- Role-plays
- Self-assessment tools

For more information please feel free to contact:

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