

Interpersonal Skills for Managers



Managing everyday interactions with others takes real skill. We are constantly communicating, but are we always communicating the messages that we intend to? This course will increase your awareness of behaviours and build your confidence and ability in managing communications. You will learn skills for communicating powerfully, sending clear messages, and conducting challenging conversations, without damaging working relationships. A good grasp of the concepts of emotional intelligence enables you to increase your own self awareness, have greater control over your interpersonal and intrapersonal communication and build trusting relationships with others. This session will enable you to:

- Describe the key concepts of EI and their impact on others
- Increase self-awareness
- Control disruptive emotions and impulses
- Use your interpersonal skills to engage with others to achieve positive results

Content

- Defining your role and purpose as a Leader
- Authentic Leadership – keeping it real
- Choosing our behaviour and responses versus being at the effect of them
- Controlling disruptive emotions and impulses
- Being aware of others' emotions and their impact on your communication
- Use your interpersonal skills to engage with others
- Personal impact and self confidence
- Recognising ourselves through the eyes of the observer
- Harnessing our impact and impression and making it work
- Setting ourselves up for success
- How to recognise, evaluate, and eliminate self-defeating habits
- Emotional Intelligence – EQ vs. IQ
- Understanding the significant part instinct plays in driving both effective and ineffective behaviour
- Utilising techniques for minimising the potential for emotional tension in driving less effective behavioural choices
- Defining your own leadership model- for now and in the future
- Create your own action plan to support long term improvement

Duration

Full day

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