



Course Content

Course Description:

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. Your participants will identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.

The Interpersonal Skills workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

Topics:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

Module Three: Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It

Module Four: Making Small Talk and Moving Beyond

- The Four Levels of Conversation

Module Five: Moving the Conversation Along

- Asking for Examples
- Using Repetition
- Using Summary Questions

- Asking for Clarity and Completeness

Module Six: Remembering Names

- Creating a Powerful Introduction
- Using Mnemonics
- Uh-Oh I've Forgotten Your Name

Module Seven: Influencing Skills

- Seeing the Other Side
- Building a Bridge
- Giving In Without Giving Up

Module Eight: Bringing People to Your Side

- A Dash of Emotion
- Plenty of Facts
- Bringing It All Together

Module Nine: Sharing Your Opinion

- Using I-Messages
- Disagreeing Constructively
- Building Consensus

Module Ten: Negotiation Basics

- Preparation
- Opening
- Bargaining



- Closing

Module Eleven: Making An Impact

- Creating a Powerful First Impression
- Assessing a Situation
- Being Zealous without Being Offensive

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations