

The Essentials to Great *PEOPLE SKILLS*

“Strengthen Your People Skills” Achieving Interpersonal Excellence

Organizations often pay a monumental price in lost productivity because of emotional disturbances and negative attitudes caused by damaged interpersonal relationships. A conflict between colleagues can affect not only productivity, but also sometimes the morale of other employees or the services provided to clients.

Those who understand and practice positive interpersonal skills contribute not only to the organization but also to their own personal career success. The relationships that individuals create and maintain with others at work can be viewed as treasures. They are the jewels of organizational and personal effectiveness. When relationships are healthy, open, fun, and mutually rewarding, they can enrich the work place experience.

However, interpersonal human dealings are fragile and demand considerable attention. Even when they seem strong, they can never be taken for granted. Those who become skillful at creating and maintaining on-going positive relationships will enjoy more success at work and home.



AGENDA

- Increasing Interpersonal Success Through Self-Awareness**
- Rapport Building: Establish Solid Working Relationships**
- How to Persuade and Influence Others to Your Way of Thinking**
- Working With Difficult People and Handling Tough Situations**
- Working Through Conflict with Tact and Finesse**
- Listening Skills: Your Strategic Advantage in Interpersonal Effectiveness**
- People Skills to Help You Shine in Specific Situations**

PEOPLE SKILLS



What you will learn:

Increase Interpersonal Success Through Self-Awareness

- Understand how strong interpersonal skills dramatically magnify personal power
- Assess interpersonal skills: How successfully do you interact with other?
- Rapport Building: Establishing *solid* working relationships
- Explore interpersonal behavior: When do you feel powerful? Powerless? Unsure? Anxious?
- Analyze communication styles and how to recognize your own
- Pinpoint interpersonal habits and tendencies that may be interfering with your growth toward success

Rapport Building: Establish Solid working Relationships

- Avoid the top mistakes that sour relationships
- Use your personality type to your advantage when building rapport
- Learn proven techniques for connecting with people you *don't* know
- Create an environment where everyone feels safe to openly express themselves
- Recognize the unlimited power of sincere praise
- Know the secret to making others feel valued
- Forge strong alliances by using the 5 Bridge Builders technique

Working With Difficult People and Handling Tough Situations

- Learn the answers to what makes difficult people difficult
- Recognize the impact your attitude has on other people's behavior
- Analyze the classic types of difficult people
- Learn the typical weapons used by difficult people, and how to counteract them
- Finding the right words: EASY scripts you can use to get through tough situations
- Give constructive feedback to encourage positive behavior
- Get tips for handling criticism calmly

Working Through Conflict With Tact and Finesse

- Getting to the root cause: The *real* problem
- Learn how to minimize conflict in the workplace
- Face elements of constructive confrontation calmly, confidently, and head-on
- Defuse explosive situations quickly and easily
- Get the 3-step method of working through a situation to permanently resolve conflict
- Keep your emotions from sabotaging you during conflict or confrontation

Listening Skills: Your Strategic Advantage in Interpersonal Effectiveness

- Expand your personal power with excellent listening skills
- Master the basics of active listening
- Stop shutting down important feedback
- Read body language and nonverbal clues

People Skills to Help You Shine in Specific Situations

- Make a memorable impression in those crucial first few seconds
- Say *No* without arousing anger or resentment
- Tips to try when making small talk at work-related social functions

7 REASONS TO CHOOSE ON-SITE TRAINING WITH LEADERSHIP DYNAMICS:

1. Personalized schedule
2. Cut employee out-of-office time
3. Define the exact curriculum
4. Build morale and a sense of value among the participants
5. Keep your people focused on success
6. Foster a continuous learning environment
7. Demonstrates the importance of training and people development

"I have identified 3 items to practice immediately. Never before have I gone away from a seminar able to do this"

Jammie L. Hall
Project Manager / Department of Defense

"Provided specific skills that I can apply in my daily activities to increase my effectiveness and productivity"

Harold Simpson
Information Service Manager / AT&T

**To receive a comprehensive proposal:
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