

Interpersonal Skills

Synopsis

This course is suited to officers who have a drive to refine their communication skills to attain a higher level of personal and professional interaction and outcomes.

The development of strong interpersonal skills ranks as one of the most critical elements of building personal success and contributing to solid and safe workplace cultures. This program builds your understanding of the importance of leadership essentials in your approach. How energy and self-management are key components of your ability to influence outcomes.

Course Topics

This program delivers a level of comfort and confidence that there are clues and options available to you to improve your interactions with everyone around you.

- The link between leadership, emotional intelligence, and effective communication
- What is, and is not, communication
- Identifying different styles and why they require different approaches
- How to turn challenges and reactions into responses
- Your role in managing FOMO in the workplace and building collaboration
- Tips for reducing friction and increasing trust
- Where you have influence and insight into how your choices deliver the results
- The link between leadership, emotional intelligence, and effective communication
- What is, and is not, communication
- Identifying different styles and why they require different approaches
- How to turn challenges and reactions into responses

Course Details

Delivery:	Inhouse or Virtual
Structure:	Interactive Workshop
Time:	1 day
Class Size:	Max 15
Cost:	On request

The Trainer



Since 1994 Sue-Ellen has been helping people find ways of accessing, learning, testing and perfecting techniques that work for them.

She specialises in environments requiring complex communication – presentation, conflict, motivation, performance management, team productivity and especially leadership.

During her workshops, Sue-Ellen develops skills, examples, options, approaches, and strategy for her audience. Her training goals are to help every person, feel better, want better and look for better options that will deliver improved outcomes.