

Personal Effectiveness Skills

High Level Interpersonal Skills

"Effective Interpersonal skills are key to building effective working relationships"

Interpersonal skills are the key communication skills of questioning, listening and reading non-verbal communication, and assertiveness skills. These skills are vital in today's workplace and key to building effective relationships with colleagues, staff and customers.

Summary of content

- The skills, knowledge and attitudes of effective communicators
- Using communication to build relationships with others
- Assertive communication

Communicating Confidently

Verbal and non-verbal communication that conveys confidence and authority

Communicating confidently brings many benefits. Confident people are listened to, and achieve 'buy in' to what they are saying, and can more easily influence people

There are occasions when communicating confidently is more challenging and techniques to enable communication at these times required

Summary of content

- Communicating confidently through body language, voice tone and words
- 5 ways to increase confidence when required
- How to communicate a confident image without appearing arrogant or pushy

Communicating Assertively and Positively

Influence people through assertive communication

Assertive behaviour is **essential** for anyone who wants to be effective and successful.

Behaving assertively means communicating purpose, responsibilities and objectives, saying no and making requests when required, and handling conflict and challenging situations in constructive ways

Summary of content

- Using assertive non-verbal and verbal messages
- Useful assertive techniques
- Strategies to enable assertive behaviour in any situation

Positive Influencing Skills

"The greatest ability in business is to get along with others and to influence their actions."

In any part of life there is a requirement to influence others. Sometimes this can be difficult to achieve. Influencing skills can be learnt and developed so

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