

**Interpersonal Skills Workshop**

“The most basic of all human needs is the need to understand and be understood.” - Ralph Nichols



Interpersonal Skills Workshop

Duration: 2 Days

No of Participants: 25-30 Pax

Timing: 9:30 A.M- 5:30 P.M

Target Audience

* Individual Contributors
* Supervisors
* Early Team Managers
* Employees of any department

Workshop Objectives

* Understanding Interpersonal Skills
* Personality Styles – We are All Different
* Emotional Intelligence
* Developing Empathy & active Listening
* Impactful Communication
* Being a Team Player-Collaboration Skills
* Mastering Non-Verbal Communication
* Meeting Etiquettes



Workshop Outline

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| **Day 1** | | |
| **Sr. No.** | **Time** | **Topic** |
| 1 | 9:30-10:15 AM | **What’s In It for Me**   * Workshop Intro & Agenda * Ground Rules * Facilitator Intro * Icebreaker + Participant Intro & Expectations |
| 2 | 10:15- 10:30 AM | **Pre-Training Assessment** |
| 3 | 10:30- 11:15 AM | **Understanding Interpersonal Skills**   * What is Interpersonal Skills * Importance for self & Organisation * Components of Interpersonal Skills * Building a Charismatic Personality (Attitude + Communication-Verbal & Non Verbal+ First Great Impression |
| 4 | 11:15 -11:30 AM | **First Tea Break** |
| 5 | 11:30 -12:15 PM | **Personality Styles – We are All Different**   * Personality Type Assessment – DISC * Understanding Different Styles * Knowing the Blind Spot (Johari Window) * We Communicate Differently |
| 6 | 12:15 - 1:00 PM | **Emotional Intelligence**   * We are all Social Animals * Circle of Influence Vs Circle of Control * Understanding Emotional Intelligence * What makes us more Emotionally Intelligent * Emotional Intelligence at workplace |
| 7 | 1:00 - 1:45 PM | **Lunch Break** |
| 8 | 1:45 – 2:00 PM | **Energiser** |
| 9 | 2:00 – 3:00 PM | **Impactful Communication**   * Clear & Concise Communication * Concrete & Coherent Communication * Who, What, Why, When ,Where to communicate * How to communicate |
| 10 | 3:00 – 3:45 PM | **Building Rapport**   * Understanding Rapport * Advantages of Rapport Building * Ways to build great Rapport * Things to avoid In rapport Building |
| 11 | 3:45- 4:00 PM | **Second Tea Break** |
| 12 | 4:00- 5:00 PM | **Developing Empathy & active Listening**   * Understanding Empathy * Why Empathy is Important * Mirror Neurons * Empathetic Listening-Being Active Listeners-LADR Model * Ways to develop empathetic behaviour at workplace- Extending Courtesy to guests, consultants, and new employees |
| 13 | 5:00 - 5:15 PM | **Recap of Day 1** |
| 14 | 5:15 -5:30 PM | **Closing**   * Q& A * Closing Video * Homework for day 2 (Optional) |
| **Day 2** | | |
| **Sr. No.** | **Time** | **Topic** |
| 1 | 9:30-10:00 AM | **What’s In It for Me**   * Recap of Day 1-Activity * Agenda |
| 2 | 10:00- 11:15 AM | **Being a Team Player-Collaboration Skills**   * Understanding Collobration skills in organisation * Showcasing the Big Picture (Clarity & Commitment for Business Objectives) * Apologizing and Showing Appreciation for Colleagues * Giving Constructive Feedback * Developing Assertive Communication |
| 3 | 11:15 -11:30 AM | **First Tea Break** |
| 4 | 11:30 - 12:00 PM | **Mastering Non-Verbal Communication**   * Components of Non-Verbal Communication * Importance of Nonverbal * Body Language * Gestures & Posture * Facial Expressions |
| 5 | 12:00 – 1:15 PM | **Making first Great Impressions**   * Introduction * Greetings * Handshake * Business Card Etiquette * Eye Contact * Personal Space * Power dressing for Males & Females |
| 6 | 1:15 - 2:00 PM | **Lunch Break** |
| 7 | 2:00 - 2:45 PM | **Vocal Communication**   * Components of Voice * Choosing the right tone * Pitch & Pace of Voice * Volume in Business Context |
| 8 | 2:45- 3:30 PM | **Dealing With Interpersonal Conflicts**   * Understanding Conflict * Why Conflict occurs * How do we handle conflict * Strategies to deal with conflict |
| 9 | 3:30- 4:15 PM | **Some Other Tips on Interpersonal Skills**   * Sticking to convictions as diplomatically as possible * Dealing with difficult people * Tips for dealing with people who steal ideas * Dealing with negativity at the workplace * Tips to deal with office gossip * Handling interruptions |
| 10 | 4:15- 4:30 PM | **Second Tea Break** |
| 11 | 4:30 - 4:45 PM | **Recap of Day 1 & 2** |
| 12 | 4:45 - 5:00 PM | **Post Training Assessment** |
| 13 | 5:00 -5:30 PM | **Closing**   * Feedback forms * Q& A (If any) * Closing Video (If any) * Group Photo |

\*This Workshop outline is based on the industry best practices and will be customised after discussion with the client.\*