



EFFECTIVE COMMUNICATION SKILLS AND DEALING WITH OTHERS

Ref.	
Date	December 06 - 10, 2008
Venue	Khobar, KSA
Price	US\$ 2,250

Introduction

Staff development relies more and more these days on effective working groups. For team working to succeed, each member of staff should be given the ability to develop and practice their interpersonal skills. The skill that is increasingly called upon primarily falls into the category of an establishing an effective communicating style in order to foster good interpersonal relations and thereby influence successful work outcomes.

Unfortunately, outside the formal teaming environments taught in secondary and tertiary education, through organized team games, it is the cult of the individual that tends to be developed and over-emphasized. The learning and examinations systems in education further this philosophy. It is not until individuals find themselves in full-time employment that their team working skills are needed to accomplish the goals and objectives of their organizations. It is here that the team working and interpersonal skills need to be developed and practiced. Senior staff that have been working in individual roles and have moved into positions in which they need to successfully manage teams will also benefit from 'refresher' training to remind them of the fundamentals.

Knowing how to solve problems, negotiate effectively and respond to organizational change develops the rounded team player. This course is designed to provide the participants with the knowledge, skills and attitudes necessary for them to become net contributors to the company by improving their communications and interpersonal skills.

Objectives

The main objective is to help participants to develop their interpersonal skills, and enhance their effectiveness in the organization.

By the end of the course participants should be able to:

- Understand the critical success factors in developing effective relations
- Develop their practical skills in communicating with others
- Understand how to become effective team members



- Improve their influencing and negotiating skills
- Increase their understanding of interpersonal situations in organizations
- Handle conflict effectively
- Develop their confidence and skills in contributing to the organization

Target Group

Staff whose effectiveness will be enhanced through developing their interpersonal skills; also younger staff who have recently completed their education, and are relatively inexperienced in the organization.

Training Methods

A range of methods will be used, including presentations, case studies and group activities to create a participative and enjoyable learning environment.

A special feature of this course will be the use of several video case studies to illustrate different aspects of interpersonal skills.

Course Agenda

Introduction

- The importance of interpersonal relations in modern organizations
- Skills required in developing effective interpersonal relations

Communications and Communication Skills

- Understanding the elements of the communication process
- Identifying barriers to communication
- How to develop improved communication skills

Practical Communications skills Exercise

- Participants will be split into teams to conduct presentations and communications skills exercise.
- Critique
- Lessons learned

Team working Skills

- Analyzing teamworking skills
- How to become an effective team member – video case study
- Identifying strengths and weaknesses as a team member –
- Self-scoring activity

Practical Team working Skills exercise

- Participants will be split into teams to conduct a team working skills exercise.



- Critique
- Lessons learned

Influencing Skills

- Identifying effective behavior in influencing others
- How to develop influencing and assertiveness skills – video case study
- Self-scoring activity to analyze influencing behavior

Mastering the fundamentals of negotiating

- Negotiating as an interpersonal skill
- The elements of negotiating – video case study
- How to develop and apply negotiating skills
- Practical Exercise in Team based Negotiation

Analyzing Interpersonal Relations

- Understanding transactional analysis (TA) to analyze interpersonal situations
- Applying TA in work situations
- Using TA to make effective choice of behavior in situations of critical importance

Interpersonal Skills in Problem Solving & Decision Making

- Practical activity to explore ways of handling group problem solving and group decision-making
- Assessing when problem solving and decision-making should be entrusted to teams

Resolving Conflict

- Options and skills in resolving conflict
- Activity to analyze conflict-handling skills
- Conflict at work – video case study
- How to handle conflict situations constructively

Responding to Change

- Different approaches to change
- Participating in change processes
- Overcoming resistance to change
- Developing a proactive approach to change

Summary of the lessons learned

The Way Ahead – Action Plans

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