



SEARCH 4 EXCELLENCE

# INTERPERSONAL SKILLS

# Key Takeaways

- **Develop long-lasting relationships with stakeholders**
- **Communicate with colleagues and clients tactfully**
- **Interact with different personalities more efficiently to get results**
- **Give and Receive Constructive Feedback**

## Target Audience

**ACROSS ALL LEVELS**



**16 HOURS**

**Training Duration**



<b>Building relationships</b>	<b>Being open and transparent</b>	<b>Constructive communication</b>	<b>Emotional awareness</b>	<b>Conflict Management</b>
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**KEY CONCEPTS COVERED**

- Betari box
- FIRO Theory
- Communication Styles
- Building confidence

- Johari Window
- Art of giving and receiving feedback

- 6 pillars of constructive communication
- Mcgregor's X and Y theory

- ABCDE model

- Thomas-Kilmann's conflict management styles

**EXPECTED OUTCOME**

- Understand how your behaviour and attitude impact other people
- Importance of inclusion
- Understand the various communication styles and be confident while communicating

Build open and transparent relationships at work

Be more empathetic while communicating constructively

Build emotional self-awareness to handle and resolve conflicts

Effectively handle and manage conflicts by using different conflict management styles





# THANK YOU

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