Team working & Interpersonal Skills

Overview
The workforce is continuously facing challenges from pressure of workload, working with groups/teams/stakeholders and changing workplace environment. Individuals with excellent interpersonal skills rise to the top in their personal effectiveness and organizational growth.

Interpersonal skills enable employees to interact successfully within the changing and challenging workplace environment. It fosters positive communication climate at the workplace. The result of interpersonal skills is tremendous. It helps to solve relationship problems at work, motivate and influence the team/group working relationship, reduce the cost of rehiring and training cost, and lead to positive corporate climate for achieving business performance.

This workshop will cover foundational knowledge and skills of interpersonal communication and team building skills including: understanding and adjusting to different communication styles; active listening; giving and receiving feedback; asking and responding to questions; and understanding the impact that culture has on interpersonal communication. Leadership and employee perspectives will be examined including strategies to build an organization based on effective negotiation skills practices.

Also this course demonstrate to new and established teams how they can work together in a more confident, relaxed and constructive manner. Delegates will be shown how they can best appreciate the other team members and coach them to utilize and develop the skills they have for the greater benefit of everyone involved.

Who Should Attend

Employees, supervisors, managers, and others who wish to improve their communication, negotiation and interpersonal skills when dealing with different people on and off the job. No limitations are being placed on who can attend.

Course Overview

Course Outcomes
- Gain the confidence to achieve a positive response.
- Understand the types and impact of interpersonal relationships.
- Develop the qualities of interpersonal skills for personal and team effectiveness.
- Manage emotions of self and others for positive relationship.
- Build positive interpersonal communication skills.
- Improve non-verbal communication to read others easily and accurately.
- Work with people whose personalities and communication styles are different from you.
- Increase your people power to connect and rapport with people effortlessly.
- Deliver criticism and solve conflict in a constructive manner.
- Handle diverse and difficult people with less stress and more understanding.
- Apply negotiating strategies that foster a collaborative negotiating environment.
- Identify and eliminate interpersonal habits in your personal action plan.

Our Approach

We recognize that people learn best by doing, and they do a lot in this course. It includes mini-lectures, small- and large-group discussions, games and lots of exercises. It is highly interactive to reinforce what is taught and includes peer editing in a non-threatening environment.

Language of Instruction

Unless otherwise stated the program instruction is in Standard Day-to-Day English. Participants can request the instructor to provide a program vocabulary which will ensure they have no problem understanding the content and can be facilitated a little bit by using Arabic language when necessary.

Training Techniques:

This is a highly practical and interactive course. You will be working both individually and in small groups on a variety of vocal and practical exercises, interactive discussions and role plays throughout the day.

- Presentation. 40%
- Interactive Discussions. 10%
- Practical exercises 10%
- Roles Play 30%

Duration: 5 Days
Course Content:

**INTRODUCTION**
- How do you see yourself?
- What makes a good communicator?
- Communications dynamic - how it works

**PRESENT YOURSELF SUCCESSFULLY**
- How to create an immediate impression
- Use voice and body language to your advantage
- Give a short individual presentation with feedback

**ENHANCING SELF-ESTEEM, SELF-BELIEF & SELF-IMAGE**
- Being authentic to yourself
- Overcoming self-imposed barriers and limitations
- Understanding how your values and beliefs affect your performance
- Recognizing the impact of self-talk
- Changing from negative to positive thinking
- Conquering fear, anxiety and anger
- Practical steps to increasing your self-confidence
- Turning your intentions into actions
- Enhancing and building an energized self-belief
- Building a confident and assertive behavior style

**COMMUNICATION CYCLE**
- Communication and the System Development Lifecycle
- Communication challenges
- Tools for effective communication

**COMMUNICATION BARRIERS**
- Geography and Communication
- Understanding and eliminating potential cultural barriers
- What does the Environment Communicate?
- Cultural influences on interpersonal communication
- Setting up expectations

**USE YOUR VOICE MORE EFFECTIVELY**
- Develop a greater awareness of your voice
- How to speak more confidently
- How to develop a more expressive tone of voice
- Understand how the voice conveys meaning
- How to use your voice to influence your listener
Generate confidence through body language
- How to appear more approachable and confident
- How to use the power of eye contact
- How to be more in control of your body language

Present yourself successfully
- How to create an immediate impression
- Use voice and body language to your advantage
- Give a short individual presentation with feedback

Styles of communication
- Identify your preferred style of communicating
- Become sensitive to other people’s styles
- How to enhance your message

Defining success
- What is a team?
- What is coaching?
- Factors for success
- Types of Teams
- Coaching Types
- Self-Direct teams

Teamwork planning
- Investing in Teamwork
- Team building
- Planning
- Structure
- The common goal
- Team Goals
- Action plan re Goals
- Assessment of Team Effectiveness

Team Building Activities
- The benefits and disadvantages
- Team building activities that won’t make people cringe
- Choosing a location for team building
Team Management

- Establishing Team Rules
- SWOT analysis
- Building on individual Strengths and improving weaknesses.
- Motivation
- Delegation
- The individual within the team.

Mastering Negotiation

- Types of negotiation
- Skills for successful negotiation
- Establishing common ground
- Creating a negotiation framework
- About mutual gain – win-win scenarios
- Building an agreement
- Dealing with personal attacks
- Controlling your emotions

Negotiation Strategies

- The Last CARD Strategy
- The Attrition Strategy
- The Dispersion Strategy
- Threats Strategy
25 August, 2013

Venue:

- EBC Training Center, Muscat

Duration:

- 3 Days – Total Training Hours: 15 Hours

Registration Fees:

- OMR 375

Fees Include:

- Training Materials (Soft & Hard Copies)
- Coffee Breaks
- Course Certificate