INTERPERSONAL COMMUNICATION

COURSE INTRODUCTION

Communication is a skill which is essential for people from all walks of life, whoever they may be. It plays an important role in bridging gaps between two parties, be it in the form of understanding or relationship. Though the objective of communication is basically to get messages across, many pay little attention to the "Interpersonal" skills. One may have mastered the fundamentals of communication, but when they ignore the fact that "recipients" vary and respond differently, they tend to use "my way" of communication and apply it across the board. This is when they find challenges to bring the best out of others or fail to win over personalities. They fall into the trap of complaining that the other person is not good.

In an organizational environment, interpersonal skill is even more vital, especially to those who are in the managerial or supervisory positions. They are expected to play multiple roles in various circumstances effectively. Today, unintentionally many supervisors and managers have become key contributors to the high staff turnover and internal conflicts due to poor interpersonal skills. This has cost organizations great losses in the form of repeated recruitment, compensation and re-training.

COURSE OBJECTIVES

This 2-day course aims to covers these areas of communication, the level II – INTER Personal and focus on the elements of interpersonal skills and how to understand personalites and manage them, build trust and motivate people.

COURSE CONTENTS

Interpersonal Skills
- What is it?
- When do we need it?
- Its components
- Consequences of poor interpersonal skills

Interactive Skills
- Developing trust
- Building rapport
- Listening skills
- Art of questioning
- Seeking first to understand

Giving and Receiving Feedback
- Its importance
- Confidence builder vs. Confidence destroyer
- 3 steps to give criticisms
- 3 steps to deal with criticisms

Understanding and Using Transactional Analysis
- Understanding the role of transactional analysis in general
- Understanding the various types of personalities

The Mindset Model
- The Young Lincoln
- The Continuous Achievers
- The Middle Aged Clerk
- The Past Professor

Understanding Personalities
- Sanguine
- Melancholy
- Choleric
- Phlegmatic
- Strategies to handle different personalities

Different Strokes for Different People
- What is motivation?
- Internal vs External motivation
- Maslow Hierarchy
- Heisenberg Theory
- Mc Gregor's Theory
- What's in it for me?
- Addressing the mindset
- Adopting appropriate strategies

Tackling Interpersonal Problems
- Handling Difficult Staff Tactfully
- Giving and Receiving Constructive Feedback

5 Dysfunctions of a Team
- Absence of Trust
- Fear of Conflict
- Lack of Commitment
- Avoidance of Accountability
- Inattention to Results

LEARNING OUTCOME

By attending this course, the participants will be able to:

- Understand and improve the elements of interpersonal skills.
- Understand why different people behave differently.
- Vary your approaches in handling people according to the personality type and situation.
- Build a better relationship with your colleagues and staff.
- Handle difficult people tactfully.
- Use different listening techniques.
- Ask different types of questions for different purposes.

WHO SHOULD ATTEND

Anyone whose success at work depends on good relations with their colleagues, customers and clients. Anyone who wishes to develop more effective communication in the workplace.

ABOUT THE TRAINER

Dr. Maria Rufina is a corporate training strategist and the CEO of ACE Biznez Services. She was awarded Certified Professional Facilitator IAF, USA and Workplace Training & Assessment Certification Cert IV (AUS Stds). She was the recipient of the ASEAN Outstanding Women Enterpreneur Award 2016. She is an entrepreneur and a certified trainer and facilitator with 25 years of experience in corporate training and consultancy. To-date, Dr. Maria has trained and consulted hundreds of companies in various scopes, topics, countries and industries.

ADMINISTRATIVE DETAILS

DATE	PLATFORM	EVENT CODE
16 - 17 August 2021	Webinar @ Microsoft Team	101/21/CEP/WEB
Time	9.00 a.m. - 5.00 p.m.	
Training Methodology	Highly interactive, experiential learning and role plays; practical and simulation approach to learning; case studies which reflect real scenarios at work and activities and games from UK	
Fee	**RM1,000.00** Standard **RM800.00** Licensed Secretary. Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Assoc. & Advocates Assoc. of Sarawak.	
CPE points	16	