

Interpersonal Skills

Training Manual

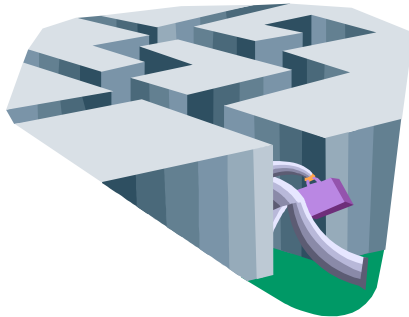
L'esprit Training Centre



Interdependence is and ought to be as much an ideal of man as self-sufficiency. Man is a social being.

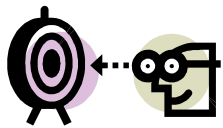
Mohandas Gandhi

Module One: Getting Started



Welcome to the Interpersonal Skills workshop. We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. This workshop will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations.

Workshop Objectives



Research has consistently demonstrated that when clear goals are associated with learning that the learning occurs more easily and rapidly. With that in mind, let's review our goals for today.

By the end of this workshop, participants will be able to:

- Understand the difference between hearing and listening
- Know some ways to improve the verbal skills of asking questions and communicating with power.
- Understand what non-verbal communication is and how it can enhance interpersonal relationships.
- Identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.
- Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.
- Understand how seeing the other side, building bridges and giving in without giving up can improve skills in influencing other people.
- Understand how the use of facts and emotions can help bring people to your side.

- Identify ways of sharing one's opinions constructively.
- Learn tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation.
- Learn tips in making an impact through powerful first impressions, situation assessment, and being zealous without being offensive.

Pre-Assignment Review

The purpose of the Pre-Assignment is to get you thinking about the Interpersonal Skills you are already practicing and where you can improve.

As a pre-assignment, think of a social situation that you consider most stressful. This situation can be within an employment, community, family, or recreational setting. Example: introducing one's self to strangers.



After coming up with the social situation you find most stressful, answer the following questions:

1. What aspect of this situation do you find most stressful? Why?
2. What do you think are the interpersonal skills needed in order to successfully navigate this situation? List down at least three.
3. On a scale of 1 to 5, with 1 being the least effective and 5 being the most, rate your effectiveness in practicing the skills you listed.
4. Looking at your responses, which skills do you practice most effectively? What helps you in practicing these skills well?
5. Which skills do you practice least effectively? What keeps you from practicing these skills well?