



## **“Strengthen Your People Skills” Achieving Interpersonal Excellence A One or Two Day Seminar**

Organizations often pay a monumental price in lost productivity because of emotional disturbances and negative attitudes caused by damaged interpersonal relationships. A conflict between colleagues can impact not only productivity, but also sometime affect the morale of the other employees or the services provided to clients.

Those who understand and practice positive interpersonal skills contribute not only to the organization but also to their own personal career success. The relationships that individuals create and maintain with others at work can be viewed as treasures. They are the jewels of organizational and personal effectiveness. When relationships are healthy, open, fun and mutually rewarding, they can enrich the work place experience.

### **What you will learn:**

- How to enhance your personal power
- Analyzing various communication styles
- How to build rapport with anyone
- Surefire techniques for winning over an adversary
- How to work with difficult people
- How to respond, not react, to disagreement and conflict
- Listening skills
- How to persuade and influence others
- How to build powerful working relationships
- Conflict management