

Improving your interpersonal skills will enable you to relate more effectively to others and sustain quality working relationships. The practice of these dynamic skills will enable you to:

- Learn more about yourself and how you affect others
- Understand why people react the way they do
- Better influence the results you get when interacting with others
- Stand up for yourself and your ideas without offending
- Turn around relationships that have gone sour
- Positively change your own interpersonal skills and habits

## Who Will Benefit?

Anyone who wants to improve their effectiveness with other people

## Course Outline

- Examining your current style and its impact on others
- Improving self-esteem and confidence: yours and others'
- How to recognise, evaluate, and eliminate self-defeating habits and actions - focus on your specific issues
- Recognising nonverbal cues and their impact
- How to make positives out of conflict
- Dealing with delicate situations and difficult people
- Building relationships that work and last
- Managing relationships with your boss and peers
- How to avoid self-sabotage
- Creating your own structured change tool kit to support long improvement of your interpersonal skills

## Duration

1 Day

01623 627264

[www.xceedtraining.co.uk](http://www.xceedtraining.co.uk)

xceedexpectations