

€ TRAINING

Effective People Skills





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Introduction:

All businesses in the current environment need a competitive edge. This can be gained through innovative and exciting products and services, or effective and efficient world-class employees. Top performing organizations are passionate about their most valuable resource - their staff. To maintain their high standards a large proportion of their time and energy is spent on continuous professional development, not only of their employees but of their business. This course investigates the tried and trusted management processes, procedures, and methodology used by many blue-chip companies. They use the tools to develop high levels of performance from their staff. This in turn ensures the future and reputation of their companies through innovative development, service, and evaluation. This course offers participants practical solutions to work-related issues.

Course Objectives:

At the end of this course the participants will be able to:

- Develop skills and abilities which can be put to immediate use in the workplace
- Recognize personal style and behavior preferences
- Build effective communication skills
- Develop strategies for creating a positive work environment
- Learn how to delegate and motivate
- Build and develop teams
- Recognize differing behavioral styles and learn to adapt to them to build lasting rapport
- Understand the key roles they have in encouraging and developing their staff
- Harness the power of personal motivation
- Give and receive feedback on performance and perception

Targeted Audience:

- Managers, Supervisors, and Team Leaders
- HR Staff
- Employees among all departments who want to improve their profile

Course Outlines:

Unit 1: How to Build Lasting Rapport:

- The art of building lasting rapport
- How to identify behavioral traits and react to them
- How to modify your behavior to match others
- Sharpen your senses to the signals others are sending you
- Connect with colleagues and clients at a level that creates deeper trust and commitment
- Step into another person's shoes to better appreciate their experiences and motivations
- Read body language to understand how others are thinking and responding to you

Unit 2: Self Awareness:

- Key concepts of NLP
- The relationships between NLP and Emotional Intelligence
- Connecting your feelings for greater self-awareness
- Eliciting emotions
- Noticing your unconscious messages and following your intuitions
- Self-talk and what it means
- Maslow's Hierarchy of Needs
- Internal and external referencing

Unit 3: Crystal Clear Communication:

- Powerful listening and questioning techniques
- Thinking patterns
- Filters to communication
- The use of Metaphors
- Sub-modalities
- Perceptual positions
- Climates of trust
- Well-formed outcomes
- Communication exercises

Unit 4: Empathy:

- Review how to sharpen your senses to the signals others are sending you
- Communicating first impressions
- The secrets of body language
- How we communicate
- Filters to communication
- Understanding the science of lying
- Learning Styles
- Modeling - how others do things

Unit 5: Motivation:

- Logical levels of change
- The importance of values in motivation
- Eliciting values for yourself and your organization
- The secrets of motivation
- Setting goals that motivate
- Creating a positive future for your organization
- Testing your well-formed outcomes
- Stepping into the future