

# € TRAINING

Effective People Skills



14 - 18 October 2024  
Kuala Lumpur (Malaysia)



# Effective People Skills

REF: Z80 DATE: 14 - 18 October 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

## Introduction:

This training program is designed to equip participants with essential interpersonal skills for success in various professional and personal settings. By honing their ability to collaborate, influence, and resolve conflicts, participants are empowered to achieve their goals and thrive in diverse environments.

## Program Objectives:

At the end of this program, 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 and how to delegate and motivate.
- Develop strategies for creating a positive work environment, 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.
- Team Leaders.
- HR Staff.
- Employees among all departments who want to improve their profile.

## Program Outlines:

Unit 1:

Establishing Strong Connections:

- Mastering the art of building lasting rapport with others.
- Identifying behavioral traits and adjusting your own behavior accordingly.
- Sharpening your senses to interpret nonverbal signals effectively.
- Developing deeper trust and commitment with colleagues and clients.
- Empathizing with others' experiences and motivations.
- Reading body language to understand thoughts and reactions.

## Unit 2:

### Enhancing Self-Awareness:

- Exploring key concepts of NLP and its relation to Emotional Intelligence.
- Developing greater self-awareness by connecting with your feelings.
- Recognizing unconscious messages and intuition for better decision-making.
- Understanding the hierarchy of needs according to Maslow.
- Differentiating between internal and external referencing in self-perception.
- Reflecting on self-talk and its impact on mindset.

## Unit 3:

### Mastering Clear Communication:

- Utilizing powerful listening and questioning techniques for effective communication.
- Understanding thinking patterns and filters that influence communication.
- Incorporating metaphors and sub-modalities for impactful communication.
- Exploring different perceptual positions to enhance understanding.
- Creating climates of trust to facilitate open communication.
- Practicing well-formed outcomes to ensure effective communication goals.

## Unit 4:

### Cultivating Empathy:

- Strengthening sensitivity to others' signals and body language.

- Analyzing communication filters and understanding their impact.
- Exploring the science of lying and its implications for empathy.
- Recognizing different learning styles and modeling effective behaviors.
- Enhancing communication by considering first impressions and nonverbal cues.
- Developing empathy through understanding and empathizing with others' experiences.

## Unit 5:

### Igniting Motivation:

- Exploring logical levels of change and the role of values in motivation.
- Eliciting personal and organizational values to drive motivation.
- Setting motivating goals and creating a positive vision for the future.
- Testing the effectiveness of well-formed outcomes in motivating behavior.
- Stepping into the future with confidence and enthusiasm for achieving goals.
- Creating a culture of motivation and goal attainment within the organization.