

# Interpersonal Skills

Course Duration: 1 Day



## Course Overview

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. While for some people good interpersonal skills seem to come naturally, the reality is anyone can learn to use well developed interpersonal techniques to create a positive and lasting impression on others.

The Interpersonal Skills course will help learners work towards being an unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

### Workshop Objectives:

- Understand the difference between hearing and listening
- Know some ways to improve the verbal skills of asking questions and communicating with power
- Understand what is 'non-verbal communication' and how it can enhance interpersonal relationships
- Identify the skills needed in starting a 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 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



## Further information

For further information about this course please contact an AGT

Learning & Development Consultant on 1300 784 408

A full list of courses can be found at [www.agt.edu.au](http://www.agt.edu.au)