

Developing Your Personal Impact and Building Productive Relationships

OVERVIEW

Course duration: 2 days.

This workshop will enable you to think differently about your day-to-day interactions, assess your own style and identify ways to develop new and highly effective approaches to build and manage more productive relationships. It will introduce you to the business benefits of understanding your own and others' Emotional Intelligence and using it to your advantage.

This workshop is designed to help you develop your self-awareness of how you come across to others. You will be challenged to be open and honest both in receiving feedback on others' perception of you, and also in giving feedback to other members of the group. It will help you to project the image and impression you want to create in the workplace.

IS IT RIGHT FOR ME?

If you're looking to improve your interpersonal relationships and reflect on what you are currently achieving compared to what you want to achieve, this workshop will give you the environment, support and guidance to create your personal strategy for improvement.

WHAT WILL I LEARN?

By the end of this course you will be able to:

- Analyse your perception of yourself and how that correlates with that portrayed to others.
- Identify your strengths and weaknesses in interpersonal relationships and gain tips and techniques on how to build and develop them.
- Recognise different social styles in practice and how they affect the communication process.
- Understand why and how conflict arises and how to deal with it effectively.
- Recognise the impact of your response on the impression you have on others.
- Develop a strategy so you can personally apply the skills and techniques to your own situations, through peer coaching activities.

PRE-COURSE ACTIVITY

You will be required to complete an emotions log before attending the workshop and bring them with you on the first day of the workshop.

These tools will help you identify your strengths and personal development areas allowing you to address them with a tailored plan by the end of the workshop.

WHAT WILL IT COVER?

Perception of Yourself and the Image Portrayed to Others

- Identifying the 'emotional footprint' you want to leave with others
- Presenting your point of view - helping others shape and develop their ideas of you

Defining and using Emotional Intelligence

- What is Emotional Intelligence (EI)?
- Using and developing EI in the workplace
- The business benefits of using EI in the workplace

Your Strengths and Weaknesses and Tips and Techniques

- The dynamics of interpersonal relationships
- The essence of assertiveness and its value for you personally and in the workplace
- Adopting appropriate body language and voice tone to be consistent with the message you intend

Social Styles in Practice

- What are the different social styles and which is your comfort zone?
- How do you display this preference and how does that affect your communication with others?
- How to develop flexibility between the styles to build more effective relationships with all styles

Dealing with Conflict

- How to deal successfully with negative behaviour
- Understanding the need for conflict and how to use it to your advantage
- Handling personal attacks professionally and dealing with sensitive issues confidently

Personal Development

- Making positive changes in your interpersonal style to fit your personal strategy
- Developing your skills when giving and receiving feedback
- Practising active listening skills and effective questioning techniques

FURTHER COURSES TO CONSIDER

Senior Level Communication Skills Workshop

An Introduction to Neuro Linguistic Programming