

People Skills for Organizational Excellence

Synopsis

Most organizations excel in training their managers and employees in on-the-job skills, but completely overlook interpersonal skills training. Yet, the way your managers and employees communicate can dramatically influence morale, teamwork, work productivity, employee retention, customer relations and your bottom line. Thus it's time that organizations start investing their employees and workers in the areas of developing more empowering and effective communication and interpersonal skills, since no other single investment is likely to give you the kind of ROI you'll receive from training your people in the following area.

Benefits of the Programme and Your Mastery

- 1) Develop Effective People Skills for Personal Development
- 2) Mastering Empowering Communication
- 3) Rapport Building
- 4) Handling Difficult People
- 5) Mastering Pain - Either Pain of Regret or Pain of Discipline
- 6) Increasing Productivity for the Organization through Empowering and Leadership Skills
- 7) Mastering Team Spirit and Cohesion amongst your colleagues in the Organization
- 8) Strengthening Interpersonal Skills and Abilities between the management and the Employees in the Organization
- 9) Stress and Anger Management through Proven Methodologies

Learning Points

Mastering Empowering Communication

- Learning the Communication Process
- Reasons for Communication Breakdown and Ways to Counter it

Relationship Mastery

- How to Influence People
- How to Listen and Communicate with Empathy
- Keys to Building Long-Lasting and Rewarding Relationships

Mastering Body Language

- Your Body Speaks

- Using Body Language to Influence People

Words and Meanings

- Making Sense of Words with Meta Model
- Questioning Skills
- Learning and Mastering Hypnotic Language Patterns

Negotiation Skills

- Studying Intention and Behavior
- Negotiating with Power

Who should attend

Entrepreneurs, Human Resource Executives, Managers, Salespeople and anyone who is keen to improve his/her intrapersonal and interpersonal skills for a better and more fulfilled life personally and within the Organization