



## Module 11 - Key Interpersonal Skills in the Workplace



### Reasons to Attend

How we interact and communicate with others is essential in determining how healthy our relationships will be, at work, and socially. Building our interpersonal skills can, undoubtedly, improve our relationships. In the workplace, having good ‘people skills’ is seen as a cornerstone of business success. Therefore, our training course materials are suitable to develop the skills of people in a variety of different roles. The competencies covered include key interpersonal skills for building successful relationships at work. By growing your employees’ soft skills, you are helping them be more successful and thus improving employee retention, appreciating that employees are an organization’s most valuable asset.

### Course Methodology

The course is designed for any individual or employee in any position. It is divided into independent modules and is adjusted to the number of attendees. In a group course, attendees gain all necessary social skills through role-plays, group activities, and cases that are included for each module to strengthen participants’ ability to transfer the knowledge into the work environment. Awareness building, skill-building, and reflection times are carefully designed to ensure the right impact.

### Content

#### 1. Exercising self-awareness

In general terms, self-awareness means that a person is able to consciously know what they’re feeling and why they’re feeling it. Self-awareness falls within the realm of emotional intelligence and it is comprised of four primary components. Being aware of your own feelings and emotions can help you be cognizant of the messages you convey to others whether through your words or non-verbal forms of communication. A lack of employee self-awareness can be detrimental to the success and productivity of an organization.



## 2. Become a clear communicator

Communication in the workplace is one of the signs of a high-performance culture. Exchanging information and ideas within an organization is called workplace communication. However, effective communication occurs when a message is sent and received accurately. In every aspect of life (both professional and personal), effective communication is important to success and happiness. Effective communication in the workplace is central to all business goals, as it avoids confusion, provides purpose, and builds a positive company culture amongst all other benefits.

## 3. Resilience - Stress management at work

Building a resilient team is an important part of creating a healthy and productive work environment. Resilient teams are based on mutual trust, social norms, participation, and social networks. Resilience provides a protective factor for individuals, teams, and the organization to deal effectively with times of change, high pressure, and stress. Even a workgroup with high morale is unlikely to cope with high work demands indefinitely without adequate recovery time—fatigue and burnout can become problems.

## 4. Developing rapport in a multicultural workplace

Too often cultural misunderstandings hinder healthy interactions, either through unintentional offenses or the avoidance of issues. It's time to become more culturally competent so you can create positive workplace changes and feel confident in your ability to interact with others. Positive relationships with co-workers can foster a sense of loyalty, moral support, and engagement among staff. These bonds may boost overall results and productivity as employees are more likely to want to avoid disappointing their teammates and to remain a cohesive team, especially when faced with adversity. Creating a more pleasant working environment through relationships with co-workers can increase employee satisfaction.

### Course Objectives

By the end of the course, participants will be able to:

- Interact with others effectively ✓
- Resolve disputes ✓
- Improve listening skills ✓
- Communicate more confidently ✓
- Create a respectful and successful work environment ✓



### Target Audience

Employees in any functions within their organizations, HR team members and HR leaders who want to build a positive work culture in their organizations; 1<sup>st</sup> and 2<sup>nd</sup> level managers and other stakeholders.

**Certificates:** By the end of every course, attendees will be awarded a certificate for successful attendance or accomplishment, provided by Kitanovski consulting.

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