

**Soft-Train**



*At Soft-Train  
Technology Works*

# Interpersonal Team Skills (2 Days) ST00049

**COURSE GOAL:** To encourage the student to consider and respond to the needs, feelings, capabilities, and interests of others.

**PREREQUISITES:** None.

**LEARNING OBJECTIVES:**

Upon completion of this course, the student will be able to:

- Understand others points of view
- Become a better listener
- Be able to help and facilitate teams
- Negotiate with others
- Work with groups
- Manage relationships among co-workers

**KEY TOPICS:**

**I. Foundations of Interpersonal Communication**

- A. Why Study Interpersonal Communication?
- B. The Nature of Interpersonal Communication
- C. The Elements of Interpersonal Communication
- D. Interpersonal Competence
- E. Principles of Interpersonal Communication

**II. Culture and Interpersonal Communication**

- A. Culture and Interpersonal Communication
- B. Cultural Differences
- C. Intercultural Communication
- D. Interpersonal Message Watch

**III. Perception and the Self in Interpersonal Communication**

- A. The Self in Interpersonal Communication
- B. Perception in Interpersonal Communication
- C. Impression Formation
- D. Impression Management: Goals and Strategies

**IV. Listening in Interpersonal Communication**

- A. The Importance of Listening: Task and Relationship Benefits
- B. The Stages of Listening
- C. Listening Barriers

- D. Styles of Listening Effectively
- E. Listening, Culture, and Gender

#### **V. Verbal Messages**

- A. Principles of Verbal Messages
- B. Confirmation and Disconfirmation
- C. Guidelines for Using Verbal Messages Effectively
- D. Recognize Complexity
- E. Talk About The Middle

#### **VI. Nonverbal Messages**

- A. The Benefits of Effective Nonverbal Communication
- B. The Functions of Nonverbal Messages
- C. The Channels of Nonverbal Messages
- D. Some Nonverbal Communication Skills

#### **VII. Emotional Messages**

- A. Principles of Emotions and Emotional Messages
- B. Obstacles in Communicating Emotions
- C. Skills for Expressing Emotions
- D. Learn to Handle Anger: A Special Case Illustration
- E. Skills for Responding to the Emotions of Others

#### **VIII. Messages in Conversation**

- A. Principles of Conversation
- B. Conversational Disclosure: Revealing Yourself
- C. Rewards and Dangers of Self-Disclosure
- D. Everyday Conversation

#### **IX. Interpersonal Relationships**

- A. Advantages and Disadvantages of Interpersonal Relationships
- B. Relationship Stages
- C. Relationship Movement
- D. The Dark Side of Interpersonal Relationships

#### **X. Interpersonal Relationship Types and Theories**

- A. Relationship Types
- B. Workplace Relationships
- C. Relationship Theories
- D. Equity Theory
- E. Relationship Rules Theory

#### **XI. Interpersonal Conflict Management**

- A. What is Interpersonal Conflict?
- B. Principles of Interpersonal Conflict
- C. Conflict Management Stages
- D. Conflict Management Strategies