

Soft-Train



*At Soft-Train
Technology Works*

Interpersonal Team Skills: (2 Days)

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. Nature of Interpersonal Skills.

- A. The Effect of Behavior on Goal Achievement
- B. Approaches to the Study of Interpersonal Interaction

II. Developing Interpersonal Skills.

- A. Interpersonal Skills Can Be Learned
- B. The Hierarchical Nature of Interpersonal Skills
- C. The Micro-Skills Approach to Developing Interpersonal Competence
- D. Using Micro-Skill Training to Develop Behavioral Mastery
- E. Conceptual Understanding
- F. Developing Behavioral Mastery Through Experimental Learning

III. Becoming Aware of the Self and Others

- A. Why Self-Awareness is Important
- B. Espoused Theory and Theory in Use
- C. Awareness of Others
- D. Self-Presentation
- E. Developing Greater Self-Awareness
- F. Develop Interpersonal Skills

IV. Listening

- A. Listening is the Core of Competence

B. Factors Influencing our Ability to Listen Effectively

C. Active Listening

D. Developing Effective Listening Skills

V. Listening to Non-Verbal Messages

A. There is More to Listening The Meets the Ears

B. Determining Meaning

C. The Face

D. Gaze

E. Gestures

F. Postures

G. The Use of Furniture

H. Spatial Behavior

I. Appearance

J. Vocal Cues

K. Deciphering Contradictory Signals

VI. Questioning and The Information-Getting Interview

A. Information Getting

B. The Interview as a Social Encounter

C. Error and Bias in Interviews

D. Interviewer Behavior

E. Improving Your Overall Interviewing Style

VII. Presenting Information to Others

A. Presenting Information to Others

B. Preparation

C. Keeping the Audience's Attention

D. Getting the Message Across

E. Visual Aid and Demonstrations

F. Closure

G. Developing Presentation Skills

VIII. Helping and Facilitating

A. Helping and Facilitating

B. Helping Styles

C. Different Approaches to Helping

D. Is There One Best Approach

E. Stages in the Helping Process

F. Sharing the Helping Model with Clients

G. Helping Skills

H. Developing Helping Skills

IX. Asserting and Influencing

A. Influencing Others

B. Assertive and Aggressive Behavior

C. The Nature of Assertiveness

D. Assertion Skills

E. Assertion and Cultural Values

F. Influencing as a Potential Process

G. The Acquisition of Exercise Power and Influence

H. Improving Our Ability to Influence Others

X. Negotiating

A. Negotiating

B. A Simple Model of Negotiation: Targets and Limits

C. The Hierarchical nature of Negotiating Skills: Behaviors, Tactics and Strategies

D. Motivational Orientation and Choice of Negotiating Strategy

E. Negotiating Behaviors

F. Tactics

XI. Working with Groups

- A.** Working with Groups
- B.** Detriments of Group Effectiveness
- C.** The Importance of Group Interaction Process and Interpersonal Skills
- D.** Improving Group Performance: Diagnostic and Action Skills
- E.** Frequency and Duration of Communication
- F.** Communication Patterns
- G.** Role Functions
- H.** Interpersonal Style and Group Climate
- I.** Performance Strategies
- J.** Improving Your Ability to Work in Groups

XII. Managing Relationships More Effectively

- A.** Managing Relationships More Effectively
- B.** From Micro Skills to a More Macro Perspective
- C.** Role Theory
- D.** Interpersonal Needs
- E.** Managing Relationships More Effectively