

Interpersonal Skills

Learning Outcomes

This course will enable you to:

- Successfully interact with others in the business domain, knowing the term and what it means.
- The ability to get along with others while getting the job done.
- Interpersonal skills
- Communication and listening skills to attitude and deportment.

Course Outline

Communication Styles and Methods

- Communication Styles
- Verbal and Nonverbal Communication

First Impression & Building Rapport

- The Importance of First Impression
- Communicating to Build Rapport
- Building Positive Relationship

Building Relationships Through Feedback

- Importance of Providing Feedback
- Providing Feedback

Supervisors

- Understanding Supervisor Styles
- Handling Human Resource Issues

Colleagues and Subordinates

- Communicating with Colleagues
- Communicating with Subordinates

Customers and Vendors

- Communicating with Customers
- Communicating with Vendors