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## Interpersonal Skills



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## Interpersonal Skills

Interpersonal skills are the skills applied by a person to effectively communicate and interact socially. Interpersonal skills involve using skills such as active listening skills, communication skills, attitude, leadership skills etc. It is how well a person communicates with others and how well he behaves and carries himself. In current business scenario, the term generally refers to an employee's ability to get along with others while getting the job done. Within an organization one has to relate to a number of people to whom or for whom he is responsible while managing day-to-day pressures and responsibilities. This requires one to develop positive skills called interpersonal skills to manage themselves and their work challenges.

### Aims/Objectives:

- To orient participants to understand the importance and need for effective interpersonal skills.
- To enable participants to develop their interpersonal competence that will prepare them for workplace challenges.
- To facilitate participants in understanding the techniques that is required for professional and personal effectiveness.
- To equip the participants with good listening skills and questioning techniques that can facilitate the interaction with client in a better way.
- To facilitate participants in grooming behavioural and personality standards that they should possess while interacting with client and customers, thus creating a positive impact.
- To orient participants to empathise with the viewpoint of others.

### Workplace Outcomes:

- The participants will understand the importance of effective interpersonal skills and main obstacles in being effective in their social interactions.
- The participants will have an understanding of the range of techniques that are required for effective Interpersonal Skills and to use these techniques to build an effective interpersonal process.

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- The participants will conduct themselves in much more professional manner in front of clients that will help in retaining as well as attracting more clients, thus increasing the client base.
  - The participants will learn to display better Body language, grooming skills and presentation skills, thus creating a positive impact.

**Methodology:**

- The program will have interactive lecture sessions, power point presentation, and Role-plays.

**Duration:** 1 Day

**Participants:** All Employees.