

# INTERPERSONAL SKILLS FOR MANAGERS

**Improve your communication skills-and every aspect of your working relationships.** Success depends upon the combined cooperation, commitment and action of people both face to face and across electronic and cyber channels. That is why your interpersonal skills are so critical to your own effectiveness as a manager. This course gives you three days of solid learn-by-doing training to sharpen your skills with superiors, peers and subordinates.

## HOW WILL YOU BENEFIT

- Solve problems by clarifying the real issues
- Make tradeoffs without being a pushover on big issues
- Gain support for implementing your plans
- Generate enthusiasm for your plans
- Minimize conflict and build group commitment
- Influence others and motivate them to profitable action
- Know when to give criticism and praise to produce results
- Give direction without creating “static”

## WHAT YOU WILL COVER

- Communication and the new workplace
- The power of trust
- How perceptions influence your interaction with other and their responses to you
- Nonverbal and verbal skill: developing and delivering clear messages
- Using listening and feedback skills to building high-performance work relationships
- Developing strategies constructive performance feedback
- Directing and motivating others
- Assertively and productively managing conflict
- Being a team player: the synergistic impact of all your interpersonal skills

## WHO SHOULD ATTEND

Managers, team leaders and supervisors who want to maximize their positive impact on others through effective interpersonal skills.