

## **Interpersonal Skills Workshops**

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Course Number: 01025

Soft Skills: Interpersonal Skills Workshops

Course length: 2.0 day(s)

### **Course Description**

Keeping positive interpersonal relationships among colleagues, subordinates and superiors is the key to maintaining a successful work environment. Effective communication skills and interpersonal savvy convey the polished professional image that you need.

Learn to overcome workplace obstacles by strategically applying interpersonal know-how to persuade and negotiate your way to positive results. You will develop your assertiveness and influencing skills to build better work relationships and move ahead.

### **Course Objectives:**

Understand how stress in the workplace affects your job performance—and learn practical techniques for managing emotions!

Stress in the workplace is on the rise! As you face a larger workload, tighter deadlines and greater demands on personal time, you're likely to find yourself in situations where you need help identifying and managing emotions in the workplace.

### **Performance –Based Objective:**

- Understand the connection between emotions and stress in the workplace
- Improve your skills at managing emotions in the workplace and maximizing work relationships
- Become more effective at managing emotions in the workplace through assertiveness communication skills
- Create less stress in the workplace by fostering work environments where emotional honesty and emotional energy are accepted
- Learn how to balance the physical, mental and emotional aspects of life
- Control your emotions when faced with stress in the workplace and achieve positive interaction in teams and work groups

- **Understanding Stress in the Workplace**
- Identify common causes of stress in the workplace from personal experiences
- Categorize common symptoms
- Discern the difference between positive stress and negative stress in the workplace
- Determine your levels of personal and work-related stress
- Recognize the ways you may be contributing unintentionally to your own levels of stress in the workplace
- Identify aspects of your personal and professional lifestyles in relation to your management of emotional well-being
- **A Closer Look at Feelings and Emotional Well-Being**
- Define personal mastery and its impact on your work life
- Differentiate between the two groups of emotions to better understand how you are feeling and why
- Identify different feelings in the past, present and future
- Evaluate your emotional debt and discover ways to pay it off
- Analyze situations so that your emotions do not sabotage the results you want
- Recognize thoughts, feelings and behaviors associated with stressful situations
- Analyze behavior patterns associated with stressful events
- **Communicating or Controlling? Balance or Ballistics?**
- Use your mirror listening skills to understand how others are feeling
- Identify feelings and the reasons why people feel the way they do
- Recognize when to be assertive in interacting with others
- Construct assertive messages using the XYZ technique
- **Rituals—Managing Emotions in the Workplace**
- Identify rituals that presently exist in your life
- Classify rituals according to purpose
- **Personal Action Plans—Putting It All Together**
- Create a personal action plan to implement your learning back at work

**Target Student:**

HR novices with less than three years of experience or long-time professionals looking for an HR management refresher

**Delivery Method:** Instructor led, group-paced, classroom-delivery learning model with structured hands-on activities.



**For Training Information, call 410-461-1083**