

MASTERING INTERPERSONAL SKILLS

Rationale

Interpersonal skills are crucial for enhancing both personal and organizational productivity. Communication is the interpersonal foundation upon which all organizational life is built. Indeed, research shows that 80% of the people who fail at work do so because they do not relate well to other people. Good human relations enable employees to work together harmoniously to attain common organizational goals.

Objectives

At the end of the workshop, participants should be able to:

1. Define “communication” and explain the basic communication process.
2. State the importance of effective communication skills.
3. State the ten commandments of good communication.
4. Explain at least six guidelines for effective listening.
5. Explain the importance of human relations skills.
6. State at least eight principles of getting along well with their bosses.
7. State at least eight principles of getting along well with their peers.
8. State at least eight principles of getting along well with their subordinates.
9. Explain the five major strategies of handling conflict constructively.
10. State at least eight guidelines on managing interpersonal conflict successfully.

Content

1. Effective Communication Skills
2. Nature and Importance of Human Relations
3. Getting Along Well with Superiors
4. Developing Sound Working Relationships with Peers and Subordinates
5. Managing Conflict Constructively

Methodology

Interactive lectures, exercises, video presentation, group discussions, role plays and interpersonal skills questionnaire

Duration

2 days

Target Group

Managerial and non-managerial employees

Facilitator

Dr. Ranjit Singh Malhi/Azman Dato’ Aziz/K.N. Krishnadas