



Course Outline: INTERPERSONAL SKILLS

Success is largely determined by one's ability to establish good relationships with a wide variety of people. People who are proficient at building good, strong relationships, instinctively know that such relationships are based on being mutually beneficial and that undesirable behaviour can arise or persist for a number of reasons, such as:

1. **Ignorance.** Sometimes people really don't know any better:
 - a. They may not understand what kind of behaviour is appropriate;
 - b. They may not understand the adverse consequences of their behaviour;
 - c. They may not have the skills needed to behave appropriately.
2. **Payoffs.** There may be a payoff for their behaviour. Don't assume that you always know what other people's payoffs are;
3. **Acting out feelings of anger or resentment.** This may happen when someone has not bought into or doesn't accept the goal(s) of the team and/or the organisation. It can also happen when someone feels ignored, unappreciated or under-utilised at work.

One needs to have the ability to determine which cause applies and to take the appropriate action to eliminate the undesirable behaviour. Success Factory's Interpersonal Skills course will do just that.

COURSE OUTCOMES

1. Influencing behaviour of someone who...:
 - a. Fails to perform important tasks
 - b. Doesn't give feedback
 - c. Gives hurtful feedback
 - d. Dominates or disrupts meetings
 - e. Treats you badly or unfairly
 - f. Blows up when frustrated
 - g. Doesn't meet your standards and/or expectations.
2. Influencing attitudes and thinking of someone who...:
 - a. Is new to your team
 - b. Has formal authority over you
 - c. Is de-motivated or lacks commitment
 - d. Chronically complains about work, the organisation or other people



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- e. Has strong opinions and doesn't listen well
 - f. Resists change
 - g. Discounts your point of view and/or limits your opportunities to contribute.
3. When your intent is to support the positive efforts or contributions of someone who...:
- a. Consistently meets or exceeds your expectations
 - b. Reports mistakes or deficient performance honestly
 - c. Tries to solve problems without your assistance
 - d. Is new to your unit or team
 - e. You dislike or have a difficult relationship with
 - f. Is innovative, proactive or bold.
4. Building teamwork and...:
- a. Team members don't share an understanding of objectives
 - b. You are working under tight deadlines
 - c. Team members' efforts are spread thin by multiple demands on their time
 - d. Team members compete for recognition
 - e. Team members don't use one another's strengths
 - f. The people on your team don't get along.
5. Influencing the listener when...:
- a. Giving performance appraisals
 - b. Setting performance goals
 - c. You are part of a project team
 - d. You are trying to prevent complaints from becoming grievances
 - e. You have client / service provider relationships
 - f. You've been treated badly.

DURATION
Two days.