

EFFECTIVE INTERPERSONAL COMMUNICATION

Excellent Interpersonal Communication skills are valued as a benchmark necessary for upward mobility within an organization. Great leaders have long known this and have utilized good interpersonal skills to get ahead. This Programme offers the opportunity to be able to understand the principles which account for successful interaction of persons in interpersonal situations.

CONTENTS:

- Principles of Interpersonal Communication
- The Self in Interpersonal Communication
- Developing the Trust factor
- Understanding others
- Becoming a good listener
- How to Sound good
- The Art of Conversation
- Predicting Response
- Understanding Non-verbal aspect of Interpersonal Communication
- Success during Interview Situations

FEATURES:

- Practical interaction and overview of the Interpersonal communication process
- Involving a communication partner
- Facilitating the other person's understanding
- Handling the interview situation
- Facilitating a partner's productive and active response.



DAY ONE

1. Principles of Interpersonal Communication
 - a. The Communication Process
 - b. Interpersonal Communication as a learned behavior
2. The Self in Interpersonal Communication
 - a. Positive & Negative Self-Concept and Self-Esteem
 - b. Self-Disclosure and egocentric speaking
3. Developing the Trust Factor
 - a. Building self credibility
 - b. Factors contributing to self Credibility
4. Understanding Others
 - a. Understanding Personal differences in the perception of reality
 - b. Reasons why our Perceptions are often different
5. Becoming a Good Listener
 - a. The real meaning of Listening
 - b. Types of listening
 - c. Good listening habits

DAY TWO

1. How to Sound Good
 - a. The voice as an important personal quality
 - b. Mastering the Vocal, Visual and Verbal Aspects
2. The Art of Conversation
 - a. Basic Conversation Norms
 - b. The Do's & Don'ts of "Small Talk"
 - c. Tips on becoming better at Conversation

3. Predicting Response

- a. Understanding the Non-Verbal aspect of Interpersonal Communication
- b. Reading various types of facial expressions, eye& Hand movements

4. Tips for Success during Interview Situations

- a. The meaning and purpose of an interview
- b. Types of interviews
- c. Becoming a Good interviewer and Interviewee

5. Practical

- a. Demonstration in the practical ability to use the various skills learnt in the program

DATES: 2011

- Q-1 | Jan- March
February 24th -25th
Q-3 | July-September
August 25th -26th
Q-4 | October-December
November 3rd -4th

2012

- Q-1 | Jan-March
February 23rd -24th
Q-3 | July-September
August 23rd -24th
Q-4 | October-December
November 1st -2nd

2013

- Q-1 | Jan-March
February 27th -28th
Q-2 | April-June
June 27th -28th
Q-3 | July-September
August 22nd -23rd
Q-4 | October-December
November 7th -8th

WHO SHOULD PARTICIPATE...?

Human Resource Managers, Project Team Managers, Community Development Managers, Medical Practitioners, Any Manager or professional who wants to succeed during those work related Interpersonal interactions.

COURSE DURATION: Two Days

Your Investment

KSHS. 30,000 + VAT