

INTERPERSONAL SKILLS [SOF005]

Interpersonal Skills & Self Awareness

SAQA Unit Standard: 115791

Credits: 5

NQF level: 5

Duration: 1 day

OVERVIEW:

How often do poor inter-personal skills damage an organization in terms of lost business, impaired customer relationships and lack of coordination of internal processes?

Interpersonal skills are the life skills we use every day to communicate and interact with other people, individually and in groups. Interpersonal skills include not only how we communicate with others, but also our confidence, and our ability to listen and understand. Problem solving, decision making and personal stress management are also considered Interpersonal skills.

The Interpersonal Skills training delivers key concepts and techniques that can be immediately applied to maximize staff interpersonal skills and to maintain competitive advantage. This training is ideal for all employees.

Within this training, participants will learn:

- Introduction to Interpersonal Skills
 - Working Together
 - Technical and Emotional Competence
- Behavioural Types
 - The Role of Behaviour
- Push Styles
 - Aggression, Assertion, Persuasion
- Pull And Moving-Away Styles
 - Questioning, Listening, Exploring, Building on Common Ground
- Emotional Intelligence
- Functional Transactional Analysis (T/A) – Our ego states
- Emotion and The Organization
- Personal and Social Competencies
- Positive and Negative Thinking

Participants will receive printed workbooks to complete in class.