

# Interpersonal Skills

This intensive and practical training course will provide attendees with all the ideas and approaches they need to use great interpersonal skills to build relationships and achieve results.

## Objectives:

The objectives of the course are:

1. To understand the nature and benefits of interpersonal skills.
2. To be better able to influence without authority, argue and manage up using assertive and responsive means.
3. To know how to give and receive feedback and how to use feedforward.
4. To be able to build and maintain trust and to be better able to manage conflict.
5. To improve decision-making and consideration of impact.
6. To advance key communicative skills including listening and asking the right questions.
7. To form action plans for application of the training at work.

## Duration:

2 days

## Who Should Attend:

The course is aimed at anyone who needs to advance interpersonal skills in order to build relationships and achieve hard results through soft skills.

## Key Features of the Course:

The course will feature content on:

- Influencing using assertive and responsive approaches
- Giving and receiving feedback
- How to build trust with others
- Managing conflict
- Making decisions

## Contact:

E-mail us at [info@lft-analytics.co.uk](mailto:info@lft-analytics.co.uk) for a full proposal for your organisation.