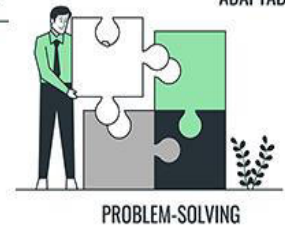


SOFT SKILLS



SOFT SKILLS

Interpersonal Skill Course

Project Based Immersive Learning Course

Course Overview?

Education Nest interpersonal skills refer to the qualities and behaviors that we show when interacting with others. The Interpersonal Skills training program aims to equip participants with comprehensive knowledge and experience in effectively expressing themselves in the workplace. Attendees will learn how to enhance their interpersonal skills and effectively maintain relationships with colleagues in other departments. Improving one's interpersonal style and gaining a better understanding of others can facilitate the resolution of conflicts in the workplace. This program teaches critical communication techniques that empower individuals to handle challenging situations with confidence. By attending this training course, participants can implement the benefits of interpersonal skills in their personal and professional lives. They can improve their communication effectiveness, increase engagement, and foster better relationships with their colleagues.

Benefits of Interpersonal Skill Course :

Interpersonal skills are the abilities that we use to communicate and interact with others effectively. These skills are important in every aspect of life, including personal relationships, professional settings, and social situations. interpersonal skill training courses can provide individuals with the

tools and strategies necessary to improve their relationships, communicate effectively, and achieve success in both personal and professional settings. Interpersonal skill training courses can provide a variety of benefits, including:

- Improved Communication
- Increased Emotional Intelligence
- Improved Conflict Resolution
- Enhanced Leadership Abilities
- Increased Self-Awareness

Who should learn:

- Students
- Human Resources Professionals
- Customer Service Representatives
- Managers and Supervisors
- Business Professionals
- Those with low self-esteem
- Sales Professionals

Why Interpersonal Skill Course from Education Nest

- **Free Demo on Request**
- **Live Interactive Learning**
- **Lifetime Access**
- **Flexible Schedules**
- **24x7 Support**
- **One on One Doubt Clearing**
- **Real Time Project-Based Learning**
- **Certificate Oriented Curriculum**

Key Skills Covered:

- Listening Skills
- People Management
- Soft skills
- Communication
- Organizational Conflict

Interpersonal Skill Course Syllabus

Module 1(Introduction of Interpersonal Skill)

- Introduction of Interpersonal Skill
- Interpersonal Communication: The Core Ethics
- Principles of Interpersonal Communication
- Building Trust and Respect
- Avoiding the conflicts
- Developing and Working with Relationships
- Face to Face communications
- Harnessing and recognizing behaviour
- Studying People and Behaviour Types

Module 2(influence)

- Expanding Personal Productivity
- Keys to successful influence
- Growing your influence and impact
- Identifying and establishing Opportunities to expand influence
- Mastering Emotional Intelligence
- Power of Integrity and trustworthiness
- Strategic planning, personality development, and focus
- Fitting in and impacting people of multi-cultures
- Human make-up: Beliefs, Traditions, Values, Culture, Attitudes, and Behaviours
- Building rapport

Module 3(Understanding communication styles)

- Obstructions to effective communication
- Non-verbal communication
- Communication Styles
- Communicating assertively
- Powerful presentations
- Giving and accepting feedback
- Open and closed forms of communication
- Demonstrating appreciation towards others
- Appropriating behaviour in different situations

Module 4(Building effective teams)

- The organization, Departments, and Teamwork
- Comprehending Team Dynamics
- Communications within a team
- Behaviours and People Types within a team
- Capitalizing on styles, personalities, and strengths
- Elements for Developing high performing teams
- Team Development Stages
- Effective Teambuilding Techniques

Module 5(Listening Skills)

- Fundamentals of Listening Skills
- Verbal and non-verbal listening
- Effective listening Techniques
- Interpretive Listening
- Investigative Listening
- Reflective Listening
- Evaluative Listening
- Supportive Listening

Module 6

- Fundamentals of Speaking
- Connecting with other persons speech and thoughts
- Pitfalls when talking to others
- Understanding and respecting beliefs, views, and ideas
- Becoming a better communicator - Technicalities
- Tips and Techniques to improve language and speaking
- Tones, voice modulation and power-words

Module 7

- Fundamentals of Body Language
- The importance of Observation
- Listening to unspoken communication
- Mastering the reading of body language
- Different body language in men and women
- Power of body language in persuasion
- Influencing in negotiations
- Navigating paths to Win-Win situations

Module 8

- People Management
- Developing Relationships
- Communicating Change and Change management
- Encouraging discussions and straightforwardness
- Identifying and Minimizing Conflict
- Recognizing indications of potential conflicts
- Types and sources of conflicts
- Conflict Resolutions
- Value for constructive feedback and positive criticism

Career Support

Profile Building :

Experienced professionals are available to offer tailored assistance in crafting your CV and online profiles, taking into account your unique educational and experiential background.

Interview Preparation :

The upcoming interview preparation service will include personalized one-on-one sessions and the option for mock interviews if needed.

Job Referrals :

At Education Nest, we receive a variety of job requirements from diverse sources such as organizations, our clients, HR consultants, and a vast network of Education Nest currently employed in different companies. We strive to meet these varied requirements to the best of our abilities.

Continuous Support :

We offer continuous support for as much time as you need it, and a considerable number of our learners receive multiple interviews offers and promising employment opportunities as a result of the abilities they gain during the program.