

Advanced Leadership Certificate

Developing Interpersonal Skills in Your People

Course Summary:

The interpersonal communication skills of all staff plays a major role in the success of a company. As a manager, are you aware of the strengths and weaknesses of the interpersonal skills of your people? In this course, you will discover how to build on the potential of your people by enhancing their ability to communicate. You will learn how to evaluate communication skills and how to use coaching as a tool to enhance interpersonal skills. And finally, you will learn how to create an environment of teamwork which encourages new ideas, builds leaders, and maintains a competitive edge for the future.

Course Objectives:

Lead the Way: Recognize the benefits of modeling effective interpersonal skills; Identify the ways to communicate as a leader; Use the information about influential strategies to identify those used by designated characters; Match the techniques to motivate employees with the appropriate examples. Enhance Your Leadership Skills: Recognize the benefits of enhancing leadership effectiveness; Identify the ways to nurture your employees; Identify the ways to develop relationships; Sequence the five steps to effective coaching. Foster Employee Development: Recognize the benefits of fostering employee development; Identify the ways to make empowerment work; Differentiate between emotional support and intellectual stimulation; Identify the ways to focus on the positive when dealing with people's attitudes, moods, and idiosyncrasies. Create a Synergetic Team: Recognize the benefits of creating a synergetic team; Identify the critical components of a synergetic team; Match the stages of team development with the appropriate feelings and behaviors; Identify ways to sustain the momentum.