

## Interpersonal Skills Workshop *Online Training*

We've all met that dynamic, charismatic person that just has a way with others and has a way of being remembered. Do you want to learn how to create a powerful introduction, remember names, and manage situations when you've forgotten someone's name?

The Interpersonal Skills workshop will help by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. The skills needed in start a conversation, move a conversation along, and progress to higher levels of conversation will also be discussed.

### **Workshop Objectives:**

- Understand the difference between hearing and listening.
- Improve the verbal skills of asking questions and communicating with power.
- Understand “non-verbal communication” and how it can enhance interpersonal relationships.
- Identify the skills needed in starting a conversation.
- Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.
- Understand how seeing the other side can improve skills in influencing other people.
- Understand how the use of facts and emotions can help bring people to your side.
- Identify ways of sharing one's opinions constructively.
- Learn tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation.
- Learn tips in making an impact a through powerful first impression

### **To access the course:**

- Log into PirateNet, and choose Blackboard from your list of applications.
- Under Course Catalog, click on “Human Resources”
- Click on “ HR Interpersonal Skills”

**Please note:** Workshop best viewed using Google Chrome or Mozilla Firefox.

*Send copy of score report to Diane Russo for confirmation of attendance.*

