



HOSCA

management consultants



INTERPERSONAL SKILLS

AUDIENCE: Supervisors and Managers

DURATION: 4 Days

SUMMARY: This workshop is based around the skills necessary to motivate people. It emphasises constructive positive behaviour as a key skill for management.

OBJECTIVES:

- To build leadership capability and competency
- To develop the skills necessary to ensure commitment to better people management
- To increase interpersonal skills to manage their team effectively and attain goals
- To proactively manage employee relationships, teamwork and goal achievement

AGENDA:

- Introductions, objectives and agenda
- Motivation Theories
- Situational Leadership
- Interpersonal Skills Overview
- Clarification and Confirmation
- Building
- Crediting and Recognising
- Constructive Criticism
- Influencing
- Managing Differences
- Team Dynamics
- Team Roles
- "More Bloody Meetings"
- Facilitation
- Running a Successful Team Meeting
- Summary, Review and Close

METHODS: The workshop is built around a series of case studies and role plays based on the key interpersonal skills. Constructive feedback is provided throughout the process.