



Mattermind Training & Consulting



Image Consulting
Business Institute™

13 YEARS OF TRANSFORMING LIVES



Dale Carnegie



Interpersonal Skills

Enhance Your Connections, Communicate Effectively, and Build Lasting Relationships

Interpersonal skills are at the core of our interactions with others, both in our personal and professional lives. They play a vital role in building strong relationships, fostering collaboration, and achieving success. Our Interpersonal Skills Training program equips individuals with the essential tools and techniques to enhance their communication abilities, develop empathy, and build meaningful connections.

Coursework:

- Understanding interpersonal behaviour (Aggressive, non-assertive, assertive behaviour) and learning how to work with others.
- Building trust, cooperation and healthy competition
- Using MBTI to understand self and others' personalities and tips for communicating differently with different people
- Understanding life positions and behavioural attributes in a work environment
- Using the concepts of strokes and Johari Windows to understand feedback mechanisms in workspaces.

Activities that will be conducted:

- **Role-Playing Scenarios:** acting out conflict resolution scenario, a customer service interaction, or a team collaboration exercise.
- **Group Discussions:** Discussing thought-provoking topics or case studies related to interpersonal skills. Provide them with guiding questions to encourage open and respectful discussion to promote active listening, perspective-taking, and constructive communication.
- **Communication Styles Assessment:** helping participants understand their own communication preferences and those of others. Discuss the different communication styles and how they impact interactions to promote self-awareness, understanding diversity, and adapting communication styles.
- **Trust-Building Exercises:** Engaging participants in trust-building activities that encourage vulnerability and collaboration. For example, blindfolded obstacle courses, team-building games, or sharing personal stories. These activities promote trust, empathy, and teamwork.
- **Active Listening Exercise:** Pair participants and ask one person to share a personal experience while the other practices active listening without interrupting or providing advice to develop active listening skills, empathy, and the ability to validate others' experiences.

Key Benefits:

- **Effective Communication:** Learn to express your thoughts, ideas, and emotions clearly and confidently. Enhance your active listening skills to understand others better and create an environment of open and constructive dialogue.
- **Empathy and Emotional Intelligence:** Develop a deeper understanding of emotions, both in yourself and in others. Learn to navigate conflicts, manage difficult conversations, and build trust through empathy and emotional intelligence.
- **Relationship Building:** Master the art of building strong and lasting relationships. Explore strategies to establish rapport, create connections, and cultivate a network of support and collaboration.
- **Conflict Resolution:** Acquire the skills to effectively manage conflicts and disagreements. Learn to find common ground, negotiate win-win solutions, and maintain harmonious relationships even in challenging situations.

- **Team Collaboration:** Cultivate a collaborative mindset and strengthen your ability to work effectively within teams. Develop skills in cooperation, conflict management, and consensus-building to contribute to a positive and productive team dynamic.
- **Leadership Skills:** Enhance your leadership capabilities by mastering the art of influencing, motivating, and inspiring others. Learn to lead with empathy, build high-performing teams, and create a culture of trust and collaboration.

Our Interpersonal Skills Training program combines interactive workshops, practical exercises, and personalized coaching to ensure an engaging and impactful learning experience. Our experienced trainers provide guidance, feedback, and support as you develop and refine your interpersonal skills.

Invest in your personal and professional growth by sharpening your interpersonal skills. Contact us today to learn more about our Interpersonal Skills Training program and unlock your full potential in building meaningful relationships and achieving success.

Get trained by ICBI (Image Consulting and Business Institute) & Dale Carnegie Certified Soft Skills Coaches

Communication coach, Softskills trainer, Image Consultant, Business & Etiquette coach Divya offers trainings and coaching that reduce miscommunication – the most common cause of tension in the workplace. With nearly 8 years' experience working in this field, Divya is an MBA and a certified Dale Carnegie & ICBI approved Nabet & SQL trainer.

She uses her skills to improve professional environments and guide teams to communicate in a way that increases satisfaction and happiness at work and in personal relationships.

