



INTERPERSONAL SKILLS

Today's world has certainly proven to be a demanding and competitive one. In order to keep up with the times and ahead of the competition, an organization must ensure that its efforts are driven, its product promises quality, and above all, a team of individuals that are dedicated to achieving ultimate client satisfaction – both internally and externally. In many cases though, extreme amounts of pressure, tight deadlines and South Africa's biggest challenge being the integration of cultural diversity in a working environment may mean a strained and de-motivated team. As the saying goes "When the going gets tough, the tough get going!"

Research has shown that the foundation of any company are teams whose members are aligned with its purpose, have a strong sense of camaraderie, feel responsibility for the outcome, and who experience growth as a team and in their personal lives. Such a team will tend to sustain motivation over the long haul.

Understanding and dealing with the personality styles of people you communicate and interact with on a daily basis to get the right results

It is important to understand that people are individuals and have their own unique feelings, dreams, aspirations, likes, dislikes, insecurities, frustrations and fears. Nobody has the right to dictate how you should think or feel.

This workshop is designed to help you understand why people think, feel, act and react the way they do. You cannot change the way that people feel about you, but you can influence people by the way in which you respond to them.

Most people have a little bit of all four styles in their personality profile. The main thrust of a person's behaviour comes across more strongly in one style than it does in the other three.

When confronted by fear, anger or uncertainty, people may gravitate towards their back-up style. This is true of people in a work or social environment.

It is important when dealing with the different Personality Styles, to strive to deal with them in a manner that they will respond to.

Non-verbal communication - Body Language

It begins even before you say your first word. By the time a person you are about to meet walks toward you, an opinion is already being formed. Before you even start your meeting, you are already being judged by your appearance, posture, smile or nervous look. This section will cover non-verbal pit-falls to watch for.

Role-plays

The material and coaching is highly interactive and participative to allow for maximum retention. Tools such as industry specific role plays allows individual the opportunity to see themselves through the eyes of the client/peers. This allows for the practical implementation of skills learnt.

Contact The Business School of South Africa for a customized proposal to suit your needs!



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