



TRAINING

UNLEASHING YOUR POTENTIAL



Imsimbi Training proudly presents  
**Interpersonal Skills – 1 DAY**

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 2 Contributor BBBEE company.

This course is accredited by the Services Seta and material covers unit standards

252027 at NQF level 5 worth 6 credits.



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## COURSE OBJECTIVES

This course is designed to help delegates develop effective and polished interpersonal skills. It helps the delegate develop the skills required of liaising and networking with stakeholders. It helps delegates develop the skills which enable them to establish effective relationships. It also focuses on minimizing interpersonal conflict. Lastly it enables delegates to develop effective teams.

## COURSE OUTCOMES

**Upon completion of this course, the participants should:**

- Liaise and network with internal and external stakeholders
- Devise and apply a strategy to establish constructive relationships with managers
- Identify and minimise personal conflict in a unit
- Devise and apply a strategy to establish constructive relationships with team members in a unit

## COURSE OUTLINE

### **Module 1: Liaise and Network with Stakeholders**

- Identify or Create Opportunities for Networking
- Establish New Contacts
- Interpersonal Techniques
- Implement Avenues for Communicating with Stakeholders
- Effective Group Techniques

### **Module 2: Interpersonal skills with staff and colleagues**

- Giving and receiving feedback
- Open and closed communication climates



- Listening Skills
- Communicating assertively
- Demonstrating behavior that is direct, appropriate and respectful
- Transactional Analysis
- Showing appreciation

### **Module 3: Establish EFFECTIVE Relationships WITH MANAGERS**

- Establishing Relationships
- Keep Managers Informed
- Consult with Managers in a Unit
- Promote Constructive Relationships and Interaction
- Raise Concerns of the Quality of Work
- Present Information to the Manager

### **Module 4: Identify and Minimise Personal Conflict**

- Identifying and Minimising Personal Conflict
- Promote the Orderly Resolution of Conflict
- Take Actions to Resolve Potential and Actual Conflict
- Refer Conflict Situations to Appropriate Managers where Required



## **Module 5: Develop Relationships with Team Members**

- Developing Relationships with Team Members
- Develop a Strategy through a Consultative Process
- Identify and Use Opportunities for Team Member Discussions
- Offer Feedback and Advice to Team Members
- Inform Team Members about Developments and Changes

# **COURSE CONTENT**

## **Module 1: Emotional Intelligence**

- ✓ Johari's Window
- ✓ The Myers Briggs Personality Test

## **Module 2: Interpersonal skills & communication**

- ✓ Open & Closed Communication Climate
- ✓ Communicating assertively
- ✓ Showing Appreciation



### **Module 3: Conflict Management**

- ✓ Conflict styles

### **Module 4: Networking & building effective teams**

- ✓ Networking opportunities
- ✓ Building effective teams through consultation

