

WHO WHY?

Interpersonal Skills



For anyone who wants to understand and develop the key microskills and behaviours that help build and sustain positive relationships with others.

Outcomes

- Use a number of skills to communicate effectively with others
- Use a range of questioning approaches to achieve positive outcomes
- Show others that they know you are paying attention
- Choose helpful words, phrases and body language

Content

- Questioning skills
- Listening skills
- What you say, and how you say it
- Body language

Learning Approaches



core learning input



self-assessment questionnaire



good practice guide



learning recap quiz



your ideas & suggestions



paired activities

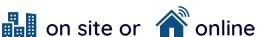


role play / simulation



reflection & consolidation





NEWI

We'd love your words to be here next time...

10% discount for all new workshops booked before end March 2022

