Interpersonal Skills for Frontline Managers

Recent reports conducted in Australian workplaces have concluded that interpersonal skills are the most needed characteristics of the modern manager.

This program will provide participants with an overview of the important communication skills including influencing, motivating and relationship building. It considers emotional health and looks at the consequences for neglecting these 'soft' skills.

"Leadership is getting others to do what you want them to do because they want to do it.

You do not lead people by hitting them over the head – that's assault, not leadership."

Dwight Eisenhower

The Benefits

This program will give you the skills and knowledge to:

- Build positive workplace relationships
- Influence & motivate staff for results & increased productivity
- Communicate effectively & efficiently
- Give clear, unambiguous work instructions

Who should attend?

This program is designed for frontline managers, team leaders and supervisors – people who work with people and want to get the best out of them.

How it will be delivered

This program is delivered over two modules of three hours each run over two weeks. At the end of the first module participants will be given workplace activities to practice before the next session.

What you will cover

- Soft Skills have hard consequences
- Relationship building skills
- Influencing skills
- Workplace motivation
- Communication skills
- The importance of body language
- Assertion, empathy & respect skills
- Emotional Intelligence in the Workplace
- Building workplace resilience

All participants will have access to the facilitator for up to three months following the course via email or telephone.

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