In our inter-connected world, good communication and cooperation is key to working efficiently. Respectfully engaging with others can enhance or inhibit workflow and be the difference between the success or failure of a project or an entire organization. This course will prepare you for the collaborative situations inherent in every facet of business, whether working with colleagues, partners, vendors, or clients.

**WHO SHOULD ATTEND:**
Managers and other professionals who want to gain the critical skills to successfully interact with or lead others through cooperative teamwork, as well as those desiring to improve their overall communication skills.

**JOB ROLES:**
- Personal Development
- Leader of Teams/Projects
- Leader of Managers/Departments
- Leader of Organizational Strategy

**OBJECTIVES:**
- Recognize the difference between hearing and listening
- Enhance interpersonal relationships through the use of verbal and non-verbal communication
- Apply techniques to move towards high quality conversation
- Create a positive impression through a powerful introduction
- Influence others through sharing perspectives and opinions constructively
- Use logic and emotion to persuade and collaborate
- Identify ways of sharing thoughts and opinions constructively
- Prepare for and conduct simple negotiations

**COURSE OUTLINE:**

**The Importance of Interpersonal Skills**

**Verbal Communication Techniques**
- Hearing versus Actively Listening
- Connecting with Powerful Communication

**Non-Verbal Communication**
- Understanding the Elements of Vocal Delivery
- Interpreting and Applying Body Language
- Building Self-Awareness

**Creating a Powerful First Impression**
- Creating a Powerful Introduction
- Cultivating Your Impact

**The Art of Conversation**
- Mastering the 4 Levels of a Conversation
- Moving a Conversation Along
- Applying Tools for Deepening Conversation

**Influence and Persuasion**
- Influencing Others
- Seeing the Other Side
- Building Bridges
- Extending Your Influence

**Interacting Positively**
- Applying Logic and Owning Emotions
- Disagreeing Constructively
- Bringing People to Your Side
- Building Consensus

**Negotiation Basics**
- Planning for Negotiation
- Managing the 4 Stages of Negotiation
- Arriving at an Agreement

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- eBooks, On-Demand Courses, Quick Videos,
- Personal & Team Assessments, Tools & Templates.

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