

## **Interpersonal Skills Programme**

Interpersonal skills are a part of everyday living which tend to be taken for granted. Because we use them regularly it is presumed that we are highly skilled in their use. More often than not the reverse is the case and individuals operate at a low level of skill. The result is that our ability to communicate is less effective than it should be.

### **AIMS:**

- To study how people work together.
- To examine some difficulties which can arise in working relationships.
- To introduce and practice some skills which can assist effective working relationships.
- To give course members the opportunity to find out how they come across to others in a variety of situations.

### **OBJECTIVES:**

By the end of the programme participants will have:

- Increased their understanding of interpersonal skills.
- Had practice at using these skills in different situations – counselling, interviewing, selling and conflict management.
- Engaged in self-assessment and received evaluative feedback on their behaviour in work related and comparative situations.

The programme is of general interest and will be of benefit to any staff who communicate with patients, parents, colleagues, staff, other professionals and the general public and whose effectiveness is based on their ability to manage interpersonal relations in an effective manner.

**This programme would be run over several sessions, although a general introduction may be arranged.**

*Bookings and further information about this and all the other training programmes offered by Interface Training Ltd. can be obtained from Maggie Murray Harris (Director), Interface Training Ltd. - Telephone: 0131 554 2892 (office) / 07711 703810 (mobile) or E-mail: [maggie@ukgo.com](mailto:maggie@ukgo.com)*