

# Interpersonal Development Training Courses Descriptions

## How To Influence People Training Course Description

### Strategy

- What is the best strategy for long term influence on someone else?
- What is the importance of goals and how does this affect your influencing strategy?
- What does it mean to be diplomatic and how does it help you to influence others?

### Influence Techniques

- How to gain commitment without using power, position or status?
- Use a variety of diplomatic techniques when talking to deliver your messages softer and more positively?
- How to influence others without resorting to force or authority as soon as you receive some resistance?
- How to use 9 powerful influence techniques suitable for a range of situations to positively influence others?

### Influence Principles

- How to take advantage of empathy and listening skills to gain the trust of others and take steps to build a long term relationship?
- What are the 6 universal influence principles and how to use them?

### Interacting with Others

- How to increase your *presence* and make it easier to influence people?
- How to give feedback and expect to get results?
- How to influence others positively or negatively using the three primary influence dimensions?
- How to boost others and motivate them?
- How to make people feel better if they are depressed or are down?
- How to say No to people on your level, below you or even above you?
- How to praise others to encourage them strongly in the direction of your choice?

### Getting What You Want

- How to phrase a request?
- How to ask others for what you want?
- How to use emotions to get the attention of others and use this to deliver your message for maximum effect?

By the end of this course the delegates will be able to:

- **Sequence** your statement efficiently, so that you can get maximum effect for the objective you have in mind.
- Show your **understanding when communicating** with others and open up the conversation
- Use the 6 **universal principles of influence** and learn how to counteract them
- Deliver your potentially **negative message** while getting a good response
- **Encourage or discourage** anyone strongly in the direction of your choice
- Use a simple technique to **reinforce** the behavior of team members
- **Say No** decisively and politely
- **Phrase your sentences** efficiently when selling a product or an idea

## **Conflict Management Training Course Description**

### **What is Conflict?**

- How conflicts evolve?
- What is good or bad about conflicts?
- What is the life cycle of conflicts?
- How conflicts escalate?
- What can you learn from Game Theory to manage conflicts?

### **How to Handle Conflicts?**

- How many different ways can you approach a conflict and what are their advantages and disadvantages?
- How to systematically analyze conflicts based on the benefits to you or the other party and how to use this knowledge to resolve them?
- How to decline a request while avoiding conflicts?
- What is an effective conflict resolution process?
- How to use a 6-step conflict resolution formula?

### **How to Manage Emotions?**

- How emotions affect discussions?
- How to avoid emotional decision making?
- How to use anger management in resolving conflicts?
- Learn about a series of psychological tactics used in conflicts and know how to respond to them when used on you, or exploit them yourself.
- What are the 15 main causes of conflicts?

### **How to Respond to Escalating Situations?**

- What approaches are used in a discussion to win the conflict?
- How to respond to such approaches when used on you?

- Learn how to react to arrogance, vague statements, personality attacks, exaggerations and many other commonly used tactics in conflict.

## How to Negotiate?

- How to negotiate effectively to get to a win/win outcome?
- What is Principled Negotiation?
- What is Organizational Conflict and what are the 6 ways you can use to manage it?
- How can you use well established negotiation strategies to resolve conflicts?
- How can you use third-party intervention and what types are available?

## How to Prevent Conflicts?

- What systems should be put in place in organizations to prevent destructive conflicts?
- What resources do you need to manage conflicts efficiently?
- What kind of third-party interventions exist and how can you use them to resolve conflict?

By the end of this course, participants will be able to:

- **Recognize conflicts** and their escalation over time so you can address them more effectively
- Select an appropriate **conflict resolution style** based on your needs to get maximum results
- **Manage your emotions** and influence others emotionally when in conflicts
- **Recognize Tactical Approaches** used when interacting with others that may lead to conflicts and take appropriate steps to **avoid a conflict developing**
- **Negotiate** over what you want and move on to a win/win outcome
- **Prevent destructive conflicts** at the workplace

## Handling Difficult People Training Course Description

### What is the ideal strategy?

What is the best mental attitude when confronted with challenging people?

- What is the best long terms strategy?
- Why self-examination is important and how best to do it?
- How to deal with conflicts, physically and emotionally?
- What is “*ironic processes of mental control*” and how can it help in optimizing the delivery of your demands?
- How to commit to action and get optimum results next time you are challenged by a difficult person?

### How to respond to people?

- What are the *four responding styles*, when to use them and where should you avoid using them?
- How to avoid unpredictable reactions to your comments by observing and analyzing the other

- person for specific signs?
- How to listen and respond emphatically and connect when needed?

## How to engage in a conversation?

- What to do to stay focused on a conversation and avoid drifting away?
- What is '*click-wirr*' and how to use it in a conversation?
- How to ask good questions based on your encounter?
- What non-verbal signals you should be aware of and use?

## How to handle conflicts?

- What is the optimum process of *conflict resolution*?
- What are *conflict resolutions styles*?
- How to use the styles in sequence to get maximum results?

## How to deal with confrontations?

- What is APA communication model and how can you use it to manage difficult people?
- How to use the *5-Step Guide to Confrontations*?
- What can be learned from confrontation examples?

## How to deal with reactive and toxic words?

- How to prevent a challenging conversation by choosing the right words?
- What are the toxic statements, phrases, gestures and attitudes that can significantly affect your conversation and relationship with the other person?
- How to avoid using them and handle people who use them on you?

## How to look for patterns?

- What are the characteristics of difficult people and how to deal with them?
- What are the example behaviors?
- What are the origins of their behavior?
- How to use these patterns to handle difficult people?

By the end of this course, participants will be able to:

- Use the right **mental attitude** when confronting others to minimize the effect of difficult encounters
- Choose the right **responding style** when dealing with others
- Make **constructive conversations** by staying focused and in control
- Select an appropriate **conflict resolution** style to get maximum results
- **React to confrontations** quickly and efficiently while maintaining your emotional balance
- Identify **toxic words** and handle them while maintaining the efficiency of your conversation
- Identify the **type of difficult people** you are dealing with and respond accordingly

# Meeting Skills Training Course Description

## How to Manage Relationships

- How to interact with a customer effectively to get maximum results?
- What to say, how to say it and how to look?
- How to handle potentially aggressive remarks by your customer?

## Body Language

- How to greet a customer and establish rapport?
- How to use your body language to understand others better?
- How to read clusters of gestures?
- How to read subconscious signals by reading palm orientation and finger layout?
- What are the signals that indicate the other person is defensive?
- What is partial-arm-cross and what does it suggest?
- How to do a *power gaze*?
- What are various leg crosses and what do they suggest?

## Effective Meetings

- How to participate or hold meaningful and efficient meetings?
- What are pre-meeting preparations?
- How to prepare an agenda?
- What should be discussed in a typical office meeting?
- How to prepare, run and finalize a meeting?
- How to avoid wasting time in meetings?
- What are post-meeting activities?

## Questioning Methods

- How to use various types of questioning techniques to get better answers?
- How to use listening skills to get more information from your clients?

## Negotiation

- How to get a fair deal when negotiating with your clients?
- How to set your limits when negotiating over price? What strategies are known to work best?
- How to maximize your long-term results when dealing in repeated negotiations with a particular customer?
- How to reduce tension while negotiating so you can get better results and manage a meeting more effectively?

By the end of this course, participants will be able to:

- Build **strong relationships** with your clients
- Read **body language** and use it to your advantage
- Lead and participate in **efficient meetings** to get maximum results
- Ask specific types of **questions** to obtain more information
- **Negotiate** effectively and make “fair” deals
- Participate in many **educational and entertaining exercises** to learn the skills quickly

## Listening Skills Training Course Description

### Why Listening is Important

- Why people don't listen?
- How miscommunication happens?
- What is the secret to good communication skills?

### Active Listening

- What are different listening styles?
- What listening styles are more effective?
- What is *Active Listening*?
- What is *Empathic Listening*?
- How can you formulate your conversation to establish rapport and get immediate results?

### Listening Spectrum

- How people listen and how can you use a systematic method to improve your own style?
- What is the ideal personality while listening?

### Bad Listening

- What not to say in conversations?
- How to use example conversations to improve your listening?
- How to improve your listening using a series of fundamental and proven guidelines?

### Asking Effective Questions

- What are the most effective questions to ask while listening?
- What types of questions should you avoid?

### Critical Responses

- How to avoid using toxic words in conversations that can immediately change the nature of your interaction?

- What toxic words should you avoid?

## Difficult Listeners

- What types of difficult listeners exist?
- What is the behavior of each type?
- What are the best strategies to handle each type?

By the end of this course the delegates will be able to:

- Appreciate the critical importance of listening and learn the **secret to good communication skills**
- Use **Active Listening** techniques to establish rapport and leave a positive impression
- Improve your **understanding of different personalities** when listening and aim to improve your own style
- **Avoid falling into bad habits** when listening to others and use established listening guidelines to **make others feel more comfortable** with you
- Ask effective questions to **encourage others to provide more information** without limiting the conversation unnecessarily
- Avoid using words that **trigger negative emotional responses** in order to improve your listening skills
- Respond to **difficult people** by classifying them into abstract types and use the most ideal strategies to **handle each type**

## Questioning Skills Training Course Description

### Questioning Strategies

- What are the benefits of asking questions?
- What do we want when we ask questions?
- What strategies help you to get the most from your questions?
- What are positive and negative questions and what are the implications of asking each type?

### Coaching Questions

- What is the best way to ask questions from people you may wish to coach?
- What types of probing questions can you ask to better understand the other person's needs?
- How to empower people?
- What are bad coaching questions and how to avoid them?

### Information Questions

- What is the most effective way to get as much information as possible with the smallest number of questions?
- How can you systematically ask a series of questions to guide a conversation towards a topic of your choice?

## Establishing Rapport

- How to ask empathic questions?
- How to make the other person feel more comfortable and trusting?
- How to use a simple yet powerful questioning technique to encourage the other person talk and reveal more about themselves and their inner thoughts?

## Motivational and Engaging Questions

- How to ask questions to inspire others?
- How to ask questions to seek agreement?
- How to ask a series of questions while simultaneously giving information? What is the benefit of this approach?

## Group Questions

- How to ask questions from a group of people?
- What issues can you expect when asking questions from a group and how to address them?

## Manipulative Questions

- What are manipulative questions and why should you be aware of them?
- What are examples of such manipulative questions and how should you respond to them?
- How to answer a question with a question of your own?

## Selling Questions

- What questions are effective when you want to sell an idea, product or service to others?

By the end of this course the delegates will be able to:

- Use effective strategies when asking questions and **avoid methods that can be counterproductive**
- Ask **practical questions when coaching** others to help them and to strengthen your relationship with them
- Ask well-formulated questions to maximize **information transfer**
- Systematically **ask a series of questions** on a topic to find out more about it
- **Ask empathic questions** to help establish rapport and **encourage others to talk more**
- **Inspire and motivate** others by asking well-formulated questions
- **Ask effective questions from a group** of people to keep them engaged and increase their responsiveness
- Understand the nature of **leading questions**, appreciate their effect and provide an effective response to them when asked
- Systematically **ask questions to sell** your ideas, products and services more efficiently



# **Advanced Communication Skills Training Course Description**

## **Understanding Stories**

- How do you perceive the world?
- How do you make stories to make sense of what goes around you?
- How these stories come to define your behaviors?
- How can you use *story analysis* to improve your communication with others?

## **Intention Analysis**

- What are the two common mistakes made when considering intentions?
- How to avoid these mistakes?
- What is the relationship between intentions and their impact and how should you respond to them?
- How should you handle intentions to get the best results?
- What is the best way to share your intentions with others?

## **Avoiding Blame**

- What is the *Cycle of Blame and Disengagement*?
- What is bad about blaming others when things go wrong?
- What should you do instead when things go wrong?
- How to avoid blaming others?

## **Feelings**

- If you feel strongly about something, how should you express yourself?
- What happens if you don't share your feelings with others?
- Should you bury your feelings and get rid of them as hard as you can? Should you vent them or should you deal with them?
- How can you use a simple formula in conversations to easily share your feelings with others?

## **Difficult Conversations**

- What is the best way to express your dissatisfaction with someone?
- How to analyse implicit messages in what you say or is said to you?
- What is the impact of these implicit messages on people and their long term relationship?
- How to take advantage of the *4-Steps Conversation Technique* to significantly improve the quality of your conversations?

## **Psychological Games**

- Why people get stuck in circular arguments and feel they should not give in to others?
- How can you break this cycle and improve your communication skills?

- What is the “*Drama Triangle*” and how can it be used to improve your communication with others?

By the end of this course the delegates will be able to:

- Search to **understand other people’s stories** and learn to **change your perspective** based on their view to improve your conversation
- **Prevent misunderstandings** by **clarifying intentions** and avoid common mistakes that escalate the situation rather than resolve it
- Avoid blaming others and **take responsibility for your own contribution** to any situation
- Understand and **manage your feelings** so they don’t clutter your understanding or affect your conversations with others
- **Handle difficult conversations** by monitoring **implicit messages** and use techniques to gain rapport
- Avoid destructive **psychological games** in conversations and use techniques to shift the conversation away as quickly as possible

## Persuasion Skills Training Course Description

### Persuasive Behavior

- How does persuasion work?
- What is the ideal attitude when persuading others?
- How do humans decide?
- How can you reduce people’s anxiety when they are making a decision?
- Why people get stuck in their decisions and how can you persuade them towards a direction of your choice?
- Is there an ideal target for the number of options you can give to people?

### How to Tell Great Stories

- What are the qualities of a good persuasive story?
- How should you structure your story?
- How can you inspire people and make them curious so they want to know more about your world and ideas?

### Persuade with Confidence

- How to establish rapport?
- How to use a simple 3-step technique to make people feel more comfortable in accepting your ideas?
- What is *cognitive dissonance* and how does it affect persuasion?
- What is the ideal body language when convincing others of your cause?
- How to make people feel more confident about their decision so they are more likely to make that decision?

## Emotional Persuasion

- How to inspire others?
- How to connect with people on an emotional level?
- How to make it easier for others to change their opinion to what you desire?

## Systematic Persuasion

- How to use the *10-step persuasion technique* to systematically prepare for an event where you expect to persuade others?
- How to write a persuasive article or report?
- What is the most efficient and creative way to capture the data while you prepare your case?
- What areas to consider when preparing for the delivery of your pitch?
- What verbal techniques you should be aware of to improve your chances of success?

By the end of this course the delegates will be able to:

- Take advantage of a number of persuasion strategies to **guide people towards a direction of your choice**
- **Deliver an engaging and persuasive story** to inspire and convince your audience of your cause
- Use a number of **psychological techniques** to increase your success when influencing others
- Use **emotional persuasion** and **verbal techniques** to help the other person see something differently, be inspired and **easily change their opinion**
- Use a **step-by-step approach** to prepare your case when you want to persuade others
- Use best practice guidelines to improve your persuasion performance and **pitch delivery**