



Personal Effectiveness Series Interpersonal Skills

When: <As Required>

Time: 9.30-4.30

Where: <Venue of your Choice>

However we describe it, the ability to “get on well” with others, to establish good working relationships, to influence others positively or to deal with people effectively is possibly the most important business skill, and even life-skill that we can have.

Much of this skill depends on being aware of our own behaviour and perceiving the impact it has on others. This course unwraps what makes effective ‘interpersonal skills’ and most importantly, what we need to do to improve our interactions with others.



Who should attend?

Any individual that wishes to maximise the effectiveness of their interactions with others.

Learning Outcomes

- ✳ **Hone the most important elements of communication that we pay attention to.**
- ✳ **Analyse the messages sent through body language.**
- ✳ **Recognise the importance of listening skills; test and develop listening skills further.**
- ✳ **Choose and use behaviours that invite effective behaviour from others and understand the principle of ‘code-switching’.**
- ✳ **Be able to read and influence situations and people positively.**

About Real Results Training and Carolyn Blunt

Real Results Training is a North West learning and development consultancy that specialise in people skills. Carolyn Blunt is the lead consultant and founder. Carolyn has worked in strategic positions for Tesco HQ and Fujitsu Services Ltd, the world's third largest IT company with geographical responsibility for the Call Centre Division in Northern England and Ireland.

Carolyn was responsible for people development strategy, analysing training needs, designing programmes, delivering training, evaluating programmes for the 1000 Call Centre employees and management. Fujitsu Services Call Centre Division was Highly commended by National Training Awards 2002, Winner of European Call Centre Awards for Best People Development Programme, 2002. Real Results is a preferred supplier for the University of Central Lancashire. Carolyn has most recently worked with clients such as The University of Manchester, Vertex, Woolworths and United Utilities. Carolyn's operational experience, people development knowledge and engaging delivery style ensure a unique learning event.

Testimonials

"We have never had such positive feedback. I will have no hesitation in recommending Real Results to my colleagues and contacts in the future."

Mike Taylor, United Utilities

"Thoroughly enjoyable and useful. Hard to improve the format" **SMART Telesales**

"Excellent trainer delivery" **Carphone Warehouse**

Register now!

Tel: 0161 408 2003 • Fax: 0161 338 8099 • Email: hello@real-results.co.uk

Fees

To attend this one day workshop

In-house (your premises) £POA plus VAT for up to 12 participants

Contact Real Results Training

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