



Conflict.....to..... Collaboration

Interpersonal Skills Workshop for Service Industry Professionals

“For every 1 person fired for failed performance, 2 were fired for failure to deal with other people successfully”.....A study conducted at Harvard University

“No man is an island.....” a saying that very aptly fits in with the Service Industry. The Tourism & Hospitality Industry is a ‘people – focused’ industry in which it is impossible to work in isolation. A great **Interpersonal Skills Quotient** is not only helpful but absolutely critical for individuals to achieve their professional. It helps professionals to discharge their responsibilities with ease while moving up the organizational ladder quickly.

Some people are naturally good at it, and they can't really tell you why. They are just great communicators. They get along with most people and know how to build strong working relationships. They know how to listen. They know how to get their point across. They know how to collaborate and negotiate. When they need to confront, they don't hesitate, but they don't erode the relationship in the process. In fact, the clarity they bring to difficult situations strengthens the respect that underlies their working relationships. Even though every individual is not born with it; **IT IS A SKILL THAT CAN BE ACQUIRED.**

According to a study at Carnegie Mellon University

Job success due to technical training, intellect, job skills is only 15%;

85% success is due to your ability to deal successfully with others

More and More employers believe that people skills are more important than technical skills.

It doesn't matter how good the idea is, or how exciting a project might be, poor presentation at any level can topple worthwhile ventures and leave them discarded. Ability to communicate effectively is highly valued in almost all roles and jobs. The Interpersonal Skills workshop will help participants work towards being that **unforgettable person** by providing techniques for constructive communication, negotiation techniques, tips on making an impact, and advice on networking and starting conversations.

Objective of the Workshop:

Interpersonal Skills provides clear and distinct solutions for increasing personal influence. Through simple strategies and specific tactics, participants learn how to enhance their ability to get the right result in almost any situation.

- Solve problems by clarifying the real issues and roadblocks
- Minimize conflict and build group commitment
- Find alternatives to working with “difficult” people



- Analyze how you and your coworkers approach work and relate to each other
- Understand self-concept and reduce defensiveness

Methodology:

The workshop will allow participants to assess & explore their own Interpersonal Skills Quotient in a fun, entertaining, practical, challenging and highly effective manner. The principles of interpersonal communication will be delivered through a wealth of personal stories and illustrations, Role-plays, group discussions and interactive dialogues to actively involve every participant.

Who Should Attend

Interpersonal skills are useful for almost all in the Service Industry and essential for all leaders, people managers, project managers, supervisors, customer service personnel and sales & marketing people. All those whose success depends on interpersonal communication will benefit from this workshop.

Programme Content

- What are Interpersonal Skills
- Discovering your Interpersonal Skills Quotient
- Six Success Elements in Communication
- Communication Skills & Interpersonal Competence
- Factors Affecting Communication
- The Dynamics Of Face-To-Face Communication
- 'The Hidden Communicator' -NVC
- Ensuring Two-Way Communication-Developing Listening Skills
- Questioning Skills
- Transmitting Your Message Accurately
- Feedback Techniques
- Conflict Management

Date - **15th June 2012**

Venue - **Dr. Anandswarup Gupta Auditorium
Sri Sanskar School of Etiquette & Career Development
C-20/5 & 6, Sector-62, Noida
Tel: 0120-2444495**

Programme Itinerary:



10:30 AM	-	Registration
11:00 AM	-	Tea
11:15 AM	-	Welcome Note
11:20 AM	-	MD's Address
11:30 AM	-	Session I-Interpersonal Skills
1:30 PM	-	Lunch Break
2:00 PM	-	Session II-Interpersonal Skills
3:45 PM	-	Feedback

Programme Fee - Rs. 500/- per participant (Service Tax Extra)

Note: Programme Fee includes training Kit, Tea & Lunch

Discount of 10% will be offered if there are more than 2 participants from the same organisation.

Nominations-

Please send your nominations along with the bank draft/at par cheque in favour of Sri Sanskar School of Etiquette & Career Development Pvt. Ltd. on or before 8th June 2012.