

PEOPLE SKILLS COURSE

*"Your career success in the workplace of today-independent of technical expertise-
depends on the quality of your people skills."*

-Max Messmer-



OVERVIEW

This course is designed for people who want to improve their ability to connect and communicate with others in a way that builds trust and respect.

The foundations of good people skills are emotional intelligence and communication skills. These can be applied to address challenging situations and improve networking, collaboration, problem solving and negotiation.

WHO IS THIS COURSE SUITABLE FOR?

This course is suitable for people who interact with other people as part of their role.

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COURSE CONTENT

SESSION	KEY LEARNING CONTENT
Emotional intelligence	<ul style="list-style-type: none">- Self-awareness of emotions- Self-control of emotions- Recognise other people's emotions- Strategies to effectively respond to other people's emotions
Communication	<ul style="list-style-type: none">- The elements of communication- Authority, protocols, policies and confidentiality- Audience information needs and goals for communication- Select the most appropriate time, place, medium and language to communicate- Use active listening and feedback to confirm and clarify understanding
Challenging situations	<ul style="list-style-type: none">- Challenging conversations- Manage conflict- Give and receive feedback
Apply people skills	<ul style="list-style-type: none">- Networking- Collaboration- Problem solving- Negotiation

HOW THIS COURSE DRIVES RESULTS

- Improve people interactions and relationships
- Build relationships based on trust and respect
- Develop confidence and assertiveness
- Create a culture that encourages people to speak up

STANDARD DURATION

- 2 day In house course (short course or module in a training program) or
- 3 - 8 session coaching program



People Skills Short Course

Frontline Management Institute | Sydney, Australia
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CUSTOMISED COURSES

FMI is able to design a bespoke training course specifically for your organisation.

FMI's team has extensive experience designing courses and programs for clients across a range of industries and for a range of purposes.



FMI can develop workshops, course materials and activities that are designed to meet your objectives. In addition to tailoring content, FMI can design assessment tools and projects.

These programs can be aligned with role descriptions, performance management systems, capability frameworks and other key learning and development standards and programs that the organisation has in place.

FMI is able to customise the program so that it can be presented as an in-house program with your organisation's branding and specific content such as a graduate entry program. Programs can be delivered by FMI or by someone from within your organisation.

FMI can provide capability overviews for each of the modules for your review. Please contact FMI to discuss which modules are appropriate for your management teams

MORE INFORMATION

Reading an overview is often not enough to make a decision about whether that course or program is suitable for you, your team or organisation. Please contact us to discuss your specific challenges, development needs and strategic initiatives. We can advise you on suitable learning and development solutions, even if it includes courses, programs or services not included in our catalogue.

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ABOUT FMI

The Frontline Management Institute (FMI) uses a practical, work based approach to deliver high quality, engaging and flexible management training and coaching that drives results for managers, their teams and their organisations.

With over 20 years' experience designing and delivering, FMI has helped thousands of managers and leaders to raise their standard of work whilst also ensuring organisations achieve a healthy return on investment. We have worked across many sectors including construction, infrastructure, resources, energy, community, health, consumer products and services, government and public services, financial services, technology, media and communications, transport and logistics. We work with people across a range of levels of experience and seniority including:

- Managers and leaders
- Frontline managers
- Team leaders and supervisors
- New managers
- New supervisors and team leaders
- Teams and team members

ENQUIRIES AND BOOKINGS

For more information please contact our friendly team and we will be happy to discuss with you.

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