

Interpersonal Skills for Government Leaders and Managers

A 1 Day Workshop

A 1-Day *interactive hands-on* workshop improve awareness and skills necessary for effectively working with peers, employees, managers and senior leaders. Interpersonal Skills in the government workplace is an essential skill to master to achieve the full potential of an organization. In this brief, you'll learn about interpersonal communication and fundamental processes to improve interpersonal skills in the government workplace.

- Why Interpersonal Skills Matter in Highly Technical and Educated Organizations
- How Interpersonal Skills Will Become the Great Differentiator
- Non-Verbal Communication
- Understanding Body Language and The Impact Yours Has
- Encoding – Transferring Mental Thoughts Into Understandable Verbal Exchange
- Decoding – Processing Information Into Understanding
- Barriers to Effective Interpersonal Skills
- Understanding the Impact of Context
 - Psychological Context
 - Relational Context
 - Situational Context
 - Environmental Context
 - Cultural Context
- How to Develop and Improve Your Interpersonal Skills
 - The Two-Way Process
 - Developing Communication Objectives
 - Assessing and Controlling Barriers
 - Active Listening
 - Applying Contextual Awareness
 - Delivery