

Career Development

Interpersonal Skills Course Outline:

Module One: Getting Started

- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Verbal Communication Skills

- Listening and Hearing: They Aren't the Same Thing
- Asking Questions
- Communicating with Power

Module Three: Non-Verbal Communication Skills

- Body Language
- The Signals You Send to Others
- It's Not What You Say, It's How You Say It

Module Four: Making Small Talk and Moving Beyond

- The Four Levels of Conversation

Module Five: Moving the Conversation Along

- Asking for Examples
- Using Repetition
- Using Summary Questions
- Asking for Clarity and Completeness

Module Six: Remembering Names

- Creating a Powerful Introduction
- Using Mnemonics
- Uh-Oh...I've Forgotten Your Name

Module Seven: Influencing Skills

- Seeing the Other Side
- Building a Bridge
- Giving In Without Giving Up

Module Eight: Bringing People to Your Side

- A Dash of Emotion
- Plenty of Facts
- Bringing It All Together

Module Nine: Sharing Your Opinion

- Using I-Messages
- Disagreeing Constructively
- Building Consensus

Module Ten: Negotiation Basics

- Preparation
- Opening
- Bargaining
- Closing

Module Eleven: Making An Impact

- Creating a Powerful First Impression
- Assessing a Situation
- Being Zealous without Being Offensive

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations