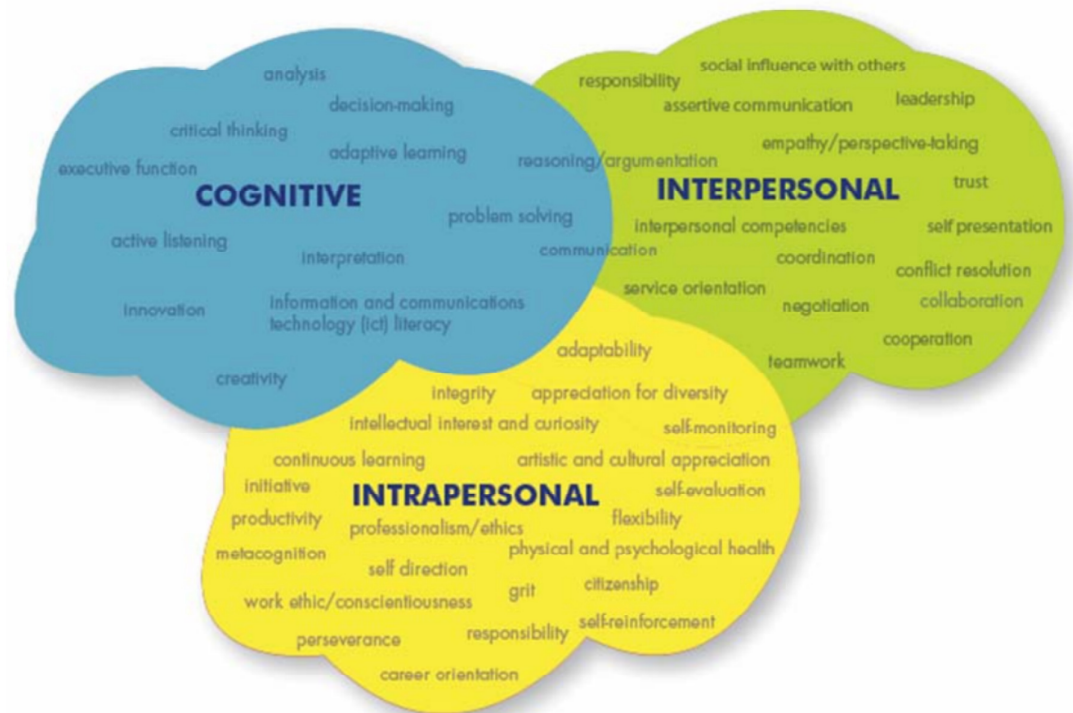


## TEAM AND INTERPERSONAL SKILLS

(Developing Yourself in Communication, Time Management and Handling Stress)



### COURSE OVERVIEW

This is a developmental program that facilitates and builds competence in interpersonal skills between people.

The program is the standard by which to evaluate the delegates' knowledge and skill in managing relationships with their peers and achieving results.

The program will show to a very great extent that the personal style of communication and the way that one relates interpersonally to people and develops the approach to dealing with an issue, always leads to success in building a strong and lasting relationship.

Therefore this course will result in how to achieve the desired objectives through people skills. The emphasis is placed on reaching your own organizational objectives by creating the right conditions and atmosphere for a successful outcome.

This is a personality-centred course rather than a problem-centred exercise, it is designed to familiarise the delegates with the dynamics of behaviour and the use of interpersonal skills.

## **COURSE OBJECTIVES**

The objective of this program is not to concentrate on the interpersonal psychology knowledge of the delegates, but to develop the interpersonal skills of each one in order to build the right relationship needed to take an issue forward.

Upon completion of this program delegates will be able to:

- *Explain the importance of relationships in the workplace.*
- *Identify one's own personal strengths.*
- *Develop a plan for improving their interpersonal skills.*
- *Build further on their core communication skills.*
- *Control their working day through effective time management*
- *Achieve satisfaction in conflict situations*
- *Exercise influence over others when needed*
- *Build effective team-working relationships*
- *Use the technique of win-win negotiation in conflicts.*
- *Select the appropriate communication style for the customer.*
- *Develop their own plan for improvement.*
- *Handle day-to-day situations without stress.*

## **WHO SHOULD ATTEND**

This course is for all those personnel who are or are operating in the field of relationship management, where not only do they have to deal with the technical aspects of work but also in addition need to develop the people skills to deal with the internal customer. Technical professionals may well be experts in their field but when they take on a team or facilitation role they need to understand that it is the relationship between the key people not the projects that gain success.

## **COURSE DURATION**

5 Days

## **COURSE LANGUAGE**

English

## **PROGRAM METHODOLOGY**

This program is about the practical aspects of interpersonal relations in the workplace environment, and as such it does not set out to teach the theoretical basics of the psychology of management but to review the practical and personal aspects of these interpersonal relations.

The main focus is on how to make changes in present practices and interpersonal style to improve success rates, reduce cost, remain competitive, increase profitability and above all, build stronger more effective working relationships.

The course will involve a combination of challenging case studies, practical exercises, short reading sections and group activity to relate the theory to the practice plus simulation exercises to develop those skills.

The program has been designed in a ten module framework to be presented over five days.

## COURSE OUTLINE

### Module 1:            **Building Interpersonal Relationships**

The role of people in organizations  
Interpersonal behaviour  
The changing environment  
Attitudes to people behaviour  
Essential skills for interpersonal relations

### Module 2:            **Interpersonal Communication**

The process of communication  
Barriers to effective communication styles  
Speaking and listening effectively  
Think before you communicate  
Understanding the message  
Delivering the message  
“Us” and “Them” of Communication  
Transactional Analysis  
Communicating expectations

### Module 3:            **Understanding Needs**

Needs satisfaction profile  
Understanding diverging needs  
Analysing individual needs  
Creating the right conditions  
Motivation

### Module 4:            **Dealing with Diversity**

Identifying conflicting perceptions  
Reducing cognitive dissonance  
The broken seat belt  
Stereotyping  
Johari awareness model

### Module 5:            **Conflict Resoution**

The blame culture  
4 types of conflict  
The conflict matrix  
Managing conflict  
Sources of conflict  
Resolving conflict  
Negotiating for a solution

Handling problem subordinates  
Dealing with challenging reactions

**Module 6:**      **Developing Team Relationships**

Being a team player  
What makes a good team?  
Cultural differences  
Team goals  
Team roles  
Stages of team development

**Module 7:**      **Influencing Others**

Influencing techniques  
Your ability to influence  
Working within comfort zones  
Interpersonal influence inventory

**Module 8:**      **Stress Free Relationships**

Coping with stress  
Conflict stress  
Strengths and weaknesses  
Hypo-stress, Hyper-stress and Eustress

**Module 9:**      **Time Management**

The daily log sheet  
Prioritising work  
Weekly planning  
Controlling interruptions  
Preparing for tomorrow

**Module 10:**      **Developing Yourself**

What is emotional intelligence?  
Personality types  
Career planning  
Competency

## **FACILITATOR/PRESENTER PROFILE**



**John B. Straker**  
**M.Sc., P.G.C.E., C. Eng., M.C.I.P.D.**  
**(British National)**

John is an U.K. citizen who is a presenter of programs in the Management Sciences as well as a specialist Consultant in Human Resources, delivering training programs and undertaking H.R. projects for major corporations on a range of Organizational and Human Resource issues.

As a Principal Specialist in his field, he has extensive worldwide experience implementing performance solutions, graduate development programs, succession plans, establishing 'greenfield' H.R. functions and creating major management training and development centres of excellence and delivering seminars.

His HR and management development experience spans over 30 years in a global environment, working for a diverse range of multinationals including; Shell, Chevron/Texaco (Kuwait), Caltex (Bahrain), Foster-Wheeler (Yanbu) etc. This selection of companies has given him the opportunity to live and work in a variety of countries such as: Australia, New Zealand, Canada, USA, Europe and the Middle East.

### **Work Experiences in the Middle East and Qatar**

- 2012 Negotiation Skills for QP
- 2012 Leadership for QP
- 2012 Negotiation for QP
- 2012 Management for QP
- 2013 Supervisory Skills QAFCO
- 2013 Leadership for QP
- 2014 Supervisory Skills for QAFCO

His academic posts include lecturing for the University of Wales, NEWI College and the other academic posting was with the King Fahad University of Petroleum and Minerals in Dhahran, Saudi Arabia.

John has held very senior positions in the management and human resource fields, for example; Consultant to the Vice President of Chevron, Group Manager of Human Resource Development for the Savola Company, Jeddah, Learning Program Manager, Foster-Wheeler, Yanbu and Head of Employee Development for Dubai Aluminium.

During his time in Dubai, he created - from a green-field site – the management and graduate development center for the oil, gas and aluminium industries. The Centre was opened by H.R.H. Princess Anne and recognized by the World Bank as one of the most advanced centers for HRD in the Middle East. Later in his career, he established the

Management Centre of Excellence for Savola in Jeddah, which became a self-funding institute due to the demand for the first class presentation of its programs.

Presently, he now conducts programs in Qatar, UAE, Bahrain, Oman and Saudi Arabia in a range of management and supervisory programs and human resources plus undertaking H.R. projects to help organizations improve performance at the individual and organizational level. **His interests lie in developing potential in all employees by creating a highly interactive learning environment.**

John, therefore, conducts programs that are action oriented in style, with group and individual participation. His aim is to deliver programs that meet the organizational needs with the goal of achieving business results.