

COURSE OVERVIEW SS0564-6M-IH
Interpersonal Skills
(E-Learning Module)

Course Title
Interpersonal Skills

Course Reference
SS0564-6M-IH

Course Format & Compatibility
SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

Course Duration
30 online contact hours
(3.0 CEUs/30 PDHs)

Course Description



This E-Learning is designed to provide participants with a detailed and up-to-date overview of Interpersonal Skills. It covers the three components of speaking skills and the components of effective communications; the listening skills, verbal communication and proper paralinguistic; practicing to pronounce words with precision, talk slowly, think before you speak and keep proper proximity; the types and advantages of non-verbal communication; the interpersonal communication, dealing with difficult co-workers and managing conflict; the elements of public safety professionalism and remaining professional under pressure; the tactical thinking, the problems that inhibit professionalism and the factors that develop a negative public response; and dealing with insults, challenges and verbal hostility professionally.

During this interactive course, participants will learn the practical solutions to real problems, maintaining self-control and turning weakness into strength; the open-ended questions and avoiding closed-end questions; developing a network at work and looking for common personal interests; the interpersonal communication skills, social intelligence, interpersonal competence and employee engagement; connecting with others, the workplace communication management and body language; the barriers to effective communication, interpersonal skills and effective feedback; the empowerment skills, effective delegation and effective negotiation skills; the reflective listening, defensive and nondefensive communication and defensive tactics; the inter-personal competencies and effective meeting management; and the three phases of a negotiation.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on interpersonal skills
- Identify the three components of speaking skills and the components of effective communications
- Employ listening skills, verbal communication and proper paralinguistic
- Practice to pronounce words with precision, talk slowly, think before you speak and keep proper proximity
- Recognize the types and advantages of non-verbal communication including body movements and examples of body language
- Apply interpersonal communication, deal with difficult co-workers and manage conflict
- Identify the elements of public safety professionalism and remain professional under pressure
- Carryout tactical thinking and recognize the problems that inhibit professionalism and the factors that develop a negative public response
- Deal with insults, challenges and verbal hostility professionally and manage verbal hostility
- Apply practical solutions to real problems, maintain self-control and turn weakness into strength
- Use open-ended questions, avoid closed-end questions, develop a network at work and look for common personal interests
- Apply interpersonal communication skills, social intelligence, interpersonal competence and employee engagement
- Connect with others, implement workplace communication management and improve body language
- Overcome barriers to effective communication, develop interpersonal skills and suggest effective feedback
- Apply empowerment skills, effective delegation and effective negotiation skills
- Carryout reflective listening, defensive and nondefensive communication and defensive tactics
- Apply inter-personal competencies, effective meeting management and the three phases of a negotiation

Who Should Attend


This course provides an overview of all significant aspects and considerations of interpersonal skills for all employees who are interested in developing their communication and interpersonal skills.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -


- 

The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- 

British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Fee

As per proposal

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Contents

- Interpersonal Skills in the Workplace
- Communication
- Communication is a Series of Experiences
- Communication is made up of
- 3 components of Speaking skills
- Components of Effective Communications
- Listening
- Are you a good listener?
- Listening & Understanding
- Tips of Verbal Communication
- How will you make your Communication Effective
- Employ Proper Paralinguistic
- Practice to Pronounce Words with Precision
- Don't Talk too much in any Circumstance
- Stimulate Audience
- Habit Talking Slowly
- Think before you Speak
- Keep Proper Proximity
- Set & Maintain Conducive Climate
- Be Smart in Proposing Ideas & Question-Answering

- Non-Verbal Communication
- Types of Nonverbal Communication
- Body Movements include
- The Meaning of Postures
- Advantages of Non Verbal Communication
- Examples of Body Language
- The Palm
- Some Basic Palm Positions
- Handshakes
- The “Glove” Handshake
- Clasping the Arm Handshake
- Knuckle Cruncher Handshake
- “Dead Fish” Handshake
- Fingertip Clasp
- Straight-Arm Extension Handshake
- The Hands
- Hand Clenching
- Hand Chop
- Hand Steepling
- Hand-Holding Behind the Back
- Thumb Presentation
- Fingers & Hand to Face, Head & Neck
- Finger(s) to Mouth
- Hand to Chin & Cheek: Indifference/Boredom Gesture
- Gesture of Interest
- Forming a Decision Gesture
- Deceit Gestures: Hand to Mouth, Ear or Eye
- The Mouth Guard Gesture
- The Nose Touch Gesture
- The Eye Rub
- The Ear Rub
- Hand to Neck: Back Neck Rub

- Hands Behind Head
- Language of the Arms
- Folded Arms
- Folded Arms with Clenched Fists
- Arm Gripping
- Single Arm Cross
- Language of the Legs & Feet
- Crossing at the Knee
- Ankle on Knee
- Leg Lock Position
- Ankle to Ankle Leg Cross
- Foot Tapping or Wagging
- Language of the Hair, Head & Face
- Hair Stroking & Head Tossing
- Hair Twisting
- Head Tilt
- Backward Head Tilt
- Lifted Eyebrow
- Raised Eyebrows
- Wide-Eyes
- Skewed Mouth
- How to make your Non-Verbal Communication Effective?
- Quiz
- Performance Objectives
- Interpersonal Communication
- Communication Defined
- What is your Communication Style? Communication Style Self-Assessment
- Roadblocks – What Gets in the Way
- Group Resume
- IPC is irreversible
- Interpersonal Communication
- Body Language

- Examples of Body Language
- Body Language & Officer Safety
- 4 Pillars of Non-Verbal Communication
- Difficult People
- Dealing with Co-Workers Student Manual
- 5 Ways to Deal with Difficult Co-Workers
- Managed Conflict
- Unmanaged Conflict
- Advantages of Conflict
- In a Conflict Situation
- Elements of Public Safety Professionalism
- Remaining Professional Under Pressure
- What are your Tools?
- Tactical Thinking
- Problems that Inhibit Professionalism
- If Under Duress, you cannot Perform Well
- Cycle of Behavior
- How to Stop the Cycle
- Expectations versus Reality
- General Mind Set
- Active Listening versus Listening
- Listening with Purpose (Mental Discipline)
- Speaking: Projecting Professionalism
- Factors that Develop a Negative Public Response
- How to Deal with Insults, Challenges & Verbal Hostility
- Six Steps to Manage Verbal Hostility
- Upset, Difficult, Dangerous
- 7 Steps in Gaining Cooperation
- Practical Solutions to Real Problems
- Emotionally/Mentally Disturbed People
- Police & ASD
- 28 Principles to Guide you when dealing with ASD

- Gender Issues
- Generational Possibilities
- 5-Star Treatment
- How to Maintain Self Control
- Turn Weakness into Strength
- Officer Communication Interview Skills
- Probing Questions
- Use Open-Ended Questions
- Avoid Closed-End Questions
- How to get Information
- Examples of Powerful Questions
- Emergency/Death Message
- Media
- How to Meet & Greet Professionally
- Quiz
- Questions, Comments, Concerns
- Employee Success Toolkit: Successful Workplace Communication
- Personal Contact is the Most Effective
- Develop a Network at Work
- Look for Common Personal Interests
- Network in your Community
- Magic Words
- Four C's to Think About
- Consistency Builds Trust
- Clarity
- Compromise
- Confidence
- Be Interesting
- Keep the Conversation Flowing
- Set your Goals
- Quiz & Discussion Questions
- Interpersonal Communication Skills: A Preliminary Discourse

- The World of Colours. How can we relate with others Successfully?
- Communication is the Basis for Human Relations
- Concepts Clarification
- Communication Theories
- Verbal & Nonverbal Communications
- Means of Nonverbal
- Interpersonal Communication
- Factors Influence Interpersonal Relationship
- Interpersonal & Social Intelligence
- Quiz
- Interpersonal Competence: Connect with Others
- Objectives
- Definition of Employee Engagement
- Why is Engagement Important?
- The Three Drivers of Engagement
- Relationship with Immediate Supervisors
- A Belief in Senior Leadership
- Pride in Working for their Company
- Igniting Workplace Enthusiasm since 1912!
- Dale Carnegie's Relationship Pyramid
- Memory Linking Exercise
- Connecting with others: Build Rapport Principles
- Connect with others: Principles for Strengthening Relationships
- Quiz
- Workplace Communication Management
- Effective Communication Skills
- What is Communication?
- Effective Communication
- What are the most Common Ways we Communicate?
- The Communication Process
- Types of Communication
- Verbal Communication
- Advantages & Disadvantages

- Written Communication
- Advantages & Disadvantages
- Mediated Communication
- Advantages & Disadvantages
- Nonverbal Communication
- Receiver's Comprehension of a Message
- Advantages & Disadvantages
- Barriers to Communication
- Hearing versus Listening
- Value of Listening
- Essentials of Communication Dos
- Essentials of Communication Don'ts
- How to Improve Existing Level of Communication?
- Improving Body Language - Tips
- Quiz
- Communication & Interpersonal Skills
- The Communication Process
- Communication Process Terms
- Written versus Verbal Communications
- The Grapevine
- Nonverbal Communications
- Using Simple Language?
- Barriers to Effective Communication
- Overcoming Barriers to Effective Communication
- Communication Barriers
- Information Technology (IT)
- Developing Interpersonal Skills
- Characteristics of Feedback
- Suggestions for Effective Feedback
- Empowerment Skills
- Effective Delegation
- Contingency Factors in Delegation
- Managing Conflict
- Three Views of Conflict

- Conflict & Organizational Performance
- Sources of Conflict
- Dimensions of Conflict (Thomas)
- Conflict Management What Works Best & When
- Stimulating Conflict
- Negotiation
- Determining the Bargaining Zone
- Developing Effective Negotiation Skills
- How Do You Make a Presentation?
- Quiz
- Management Fundamentals
- Planning Ahead
- What is the Communication Process?
- The Interactive Two-Way Process of Interpersonal Communication
- How can Communication be Improved?
- Channel Richness & the Use of Communication Media
- How does Perception Influence Communication?
- Perception & Communication
- How can we Deal Positively with Conflict?
- The Relationship Between Conflict & Performance
- Alternative Conflict Management Styles
- How can we Negotiate Successful Agreements?
- The Bargaining Zone in Classic Two-Party Negotiation
- Communication
- Basic Interpersonal Communication Model
- Reflective Listening
- Reflective Listening: 4 Levels of Verbal Response
- One-way versus Two-way Communications
- Five Keys to Effective Supervisory Communication
- Barriers to Communication
- Defensive Communication
- Nondefensive Communication
- Two Defensiveness Patterns
- Defensive Tactics

- Nondefensive Communication: A Powerful Tool
- Nonverbal Communication
- Proxemics: Territorial Space
- Proxemics: Seating Dynamics
- Examples of Decoding Nonverbal Cues
- New Technologies for Communication
- How Do New Technologies Affect Behavior?
- Tips for Effective Use of New Communication Technologies
- Quiz
- Information Management Officer Interpersonal Skills
- Inter-personal Competencies
- The Challenges of Working with IM Stakeholders
- Communicating in Meetings
- Worst meeting
- What makes a bad meeting?
- Effective Meeting Management
- As a meeting facilitator
- As a meeting participant
- Go back to your worst meeting
- Three Phases of a Negotiation (Preparation (Analysis & Strategy), Face-to face & Follow-up
- Preparation (Analysis & Strategy)
- Entering the Negotiation
- Focus on Interests & Needs, not Position
- Face-to Face
- Communication elements
- Active Listening
- Separate People from Problems
- Respect Diversity
- Follow-up
- Negotiation Exercise
- Self-reflection against Competencies
- Quiz