

# **COMMUNICATION AND INTERPERSONAL SKILLS WORKSHOP SERIES**

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## **WORKSHOPS OVERVIEW**

### **EFFECTIVE COMMUNICATION SKILLS WORKSHOP**

This workshop aims to foster trust, support and commitment towards team cooperation through acquiring effective communication skills that can be applied in meetings, decision making processes and follow-up activities. These skills can also be used unilaterally to improve working relationships with external and internal customers. Participants in this workshop will hone and develop new skills to enable them to play their role effectively in their organizations.

### **TEAM BUILDING AND MANAGEMENT WORKSHOP**

This workshop aims at nurturing the effectiveness and performance of the team, while introducing the choices that team members and leaders should be making, individually and collectively, to render the group more synergetic and cohesive. Furthermore, the workshop will invite the participants to experience various situations and simulations that will harness their energy, nourish their team skills, and enhance their interpersonal and collaborative competencies, towards building the organizational capacity.

### **PRESENTING WITH IMPACT WORKSHOP**

This workshop aims at enhancing participants to adapt their presentation to the audience needs while using creative techniques and non-verbal communication means. Using challenging and enjoyable methods adapted for business, this workshop focuses on each person's unique presenting style. The workshop intends to build confidence, so people will be enabled to express their natural creativity and enthusiasm.

## **NEGOTIATING WANTS AND AGREEMENTS WORKSHOP**

This workshop offers an opportunity to the procurement team members to develop basic negotiation skills associated with both competitive and collaborative styles. They will focus on developing specific negotiating behaviors through exercises and individual feedback. This workshop is designed to help participants improve their ability to reach an agreement and develop some skills for conducting the negotiation in a way that leads to win-win outcomes for both parties.

## **DEALING WITH OTHERS ASSERTIVELY WORKSHOP**

This workshop aims to help build a solid foundation of skills and techniques which impact the customer's perception of your organization, and to improve employee performance to exceed the customer's expectations. This intervention aims at enhancing employees' skills and behaviors in building long term trustworthy relationships with their customers.

## **SOLVING PROBLEMS WITH CREATIVE MINDS WORKSHOP**

This workshop addresses the issue of "why we don't 'think differently' more often?" and "why we do not think creatively more often?" It helps the participants challenge certain acquired thinking patterns that limit their ability to unleash their creativity.

## **THE LATERAL AND ANALYTICAL THINKING WORKSHOP**

This workshop focuses on helping participants acquire analysis tools, systems and creative thinking and be more aware of business realities and people's behaviors. Participants will acquire cognitive skills enabling them to think more creatively and holistically when dealing with business, ideas and team members' behaviors. They will learn thinking tools to enhance their planning and problem solving skills.

## **CREATIVITY WORKSHOP**

This workshop addresses the issue of "why we don't 'think differently' more often?" and "why we do not think creatively more often?" It further helps the participants through an experiential approach to challenge certain acquired thinking patterns that limit their ability to unleash their creativity.

## **INFLUENCING OTHERS WORKSHOP**

This workshop helps participants focus on their inner strength to successfully influence others and accomplish objectives. Participants practice the specific skills, behaviors and attitudes to achieve desired results without relying on the use of authority. In this workshop, you will strengthen your ability to influence others by identifying your preferred influence styles and strategies, all while maintaining authenticity and integrity.

## **SELF-MANAGEMENT WORKSHOP**

This workshop helps participants to generate opportunities, turn failure into success, generate enthusiasm and on-going motivation, helping them rise up and win by learning from defeat nurturing and promoting the leader in them. They project a successful and dynamic Personality. This workshop provides the participants with skills to develop a winning personality by actual participation, application and personal reflections.

## **STRESS MANAGEMENT AND SELF-EMPOWERMENT WORKSHOP**

This workshop suggests identifying and working on the stress factors, understanding emotional and cognitive perceptions, and managing oneself energy and behaviors – this way consequences are not suffered, but chosen.

## **LEADING WITH EMOTIONAL INTELLIGENCE WORKSHOP**

This workshop aims at aligning the right values, behaviors and emotions – the right emotional intelligence. Participants practice skills of self-management and interaction with others and acquire tools and techniques to amplify individual effort. This workshop invites participants to invest in relationships with their colleagues and helps organizations create competitive advantage through increased performance, enhanced innovations and improved motivation and trust.

## **MIND MAPPING & BRAIN TRAINING WORKSHOP**

Today's rapidly growing information environment demands that we all save time, improve efficiency and think more creatively. As a result, more and more people are turning to Mind Mapping as an essential business tool in their work environment. Mind Mapping will enable participants to think more creatively and ingeniously, plan more effectively and raise their effectiveness in the work place.

## **MANAGING TIME AND PRIORITIZING TASKS WORKSHOP**

This workshop provides the procurement team with the ability to better manage their time. It aims at providing them with skills in self-management, planning, prioritization and delegation. It also teaches participants about tools they can use on a daily basis allowing them to identify their time wasters, assess urgency and importance of tasks and invest their time in a more efficient way without losing the quality of human relationships required for higher performance.

## **'C.A.R.E. MINDSET' – A CUSTOMER SERVICE WORKSHOP**

This workshop enables participants to develop behaviors and acquire key interpersonal skills that create a foundation for effective long term relationship with patients. By acquiring and using these, participants are positioning themselves differently in the mind of your client. This workshop aims at building employees' capacity by providing them with necessary training to improve their customer service skills with a partnership and collaborative mindset in dealing with patients.

## **NURTURING COLLABORATIVE AND PARTNERSHIP SELLING WORKSHOP**

This workshop enables participants to develop behaviors and acquire key interpersonal skills that create a foundation for effective long term selling. By acquiring and using these, you are positioning yourself as a consultant in the mind of your client.

## **ACCOUNT MANAGEMENT AND TRUST-BASED RELATIONSHIPS**

This workshop will help the participants make the difference between selling to direct consumers and selling to large organizations, between focusing on the sales-process and developing trust-based relationships, between depending on interpersonal and influencing skills alone and orchestrating the power of internal account teams. At the same time, making the distinction between business to consumer and business to business will allow the Key Account Managers to expand their view in order to reach their account's internal and external environment.