

## CDU delivering AIM Professional Short Courses

### Effective People Skills

Managers do not work in isolation. They must develop the ability to influence individuals and groups to work towards attaining organisational goals. Increasingly organisations are recognising the important role that effective interpersonal skills play in achieving these goals.

This workshop is designed to develop the personal insight necessary to lead, manage and interact with colleagues effectively and productively. Participants will have the opportunity to identify and practice the key skills of communication, motivation, delegation, problem solving and decision making so they can learn to maximise their own potential and that of their staff.

#### Designed for:

Managers, team leaders, project managers or those who want to learn more about effective interpersonal relationships.

#### Learning Outcomes:

- Demonstrate a variety of techniques to strengthen team morale
- Identify the factors which contribute to effective leadership in the workplace
- Demonstrate a range of communication tools to establish credibility
- Delegate appropriately
- Negotiate and manage conflict constructively
- Counsel employees for performance improvement
- Build and maintain networks and relationships

#### Course Content:

- Leadership
- Motivation
- Communication – perception and styles
- Questioning and listening skills
- Managing diversity
- Problem solving and opportunity finding
- Induction and training
- Conflict resolution
- Performance reviews
- Disciplining employees

**Course Duration:** 2 days



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