

# **FORE School of Management**

## **Management Development Program on Interpersonal Skills at Workplace January 19-20, 2012, FSM Campus, New Delhi**

### **Backdrop**

Life patterns and human relationships are becoming increasingly complex and challenging because of the changes in the business as well as in the social environment. Workplace is becoming more competitive. Pressures and demands of work place as well as working in groups/teams put tremendous strain on our ability to cope effectively. It is not only one's knowledge but one's relationship with others is becoming extremely important in bringing personal success.

Interpersonal Skills Training is as an enabling and resilience-building process has tremendous significance in the context of the modern day world. This Training would be a helping tool for individuals to deal effectively with issues while working with others. As a result, such training is imperative for enhancing the personal effectiveness and quality of the work.

### **Objectives**

- To understand the importance, nature and types of Interpersonal Skills
- To develop essential qualities for enhanced personal and professional effectiveness.
- To effectively manage emotion of self and others
- To deal with criticism and resolve conflict.

### **Contents**

- Self awareness
- Interpersonal styles
- Managing emotions
- Building positive relationship
- Responding to criticism
- Dealing With Different, Diverse and Difficult People
- Managing conflict and Problem Solving

### **Methodology**

The training will be delivered through the use of interactive methods. These will include self-assessment inventories and psychometric tests, case studies, group discussion, role-plays and lectures. Counseling sessions can be organized in case there is such requirement.

### **Who May Attend**

The programme is suitable for Executives of Public Sector, Private Sector, Multinational Organizations, and Government Departments.