



Advanced Communication Skills for the Professional Woman

Applying Interpersonal Skills to Challenging Situations

► Upcoming Sessions

12-16 Aug 2024	Online	\$3,950
04-08 Nov 2024	Online	\$3,950
24-28 Feb 2025	Online	\$3,950

► Training Details

Training Course Overview

In an increasingly demanding workplace, the ability to build and maintain workplace relationships and confront situations assertively and openly is essential to ensure minimum stress and maximum performance. Professional women work to refine their skills of emotional intelligence, empathy and non-verbal communication. The secret of successful women is their ability to use these skills in a range of challenging situations. This comprehensive and innovative 5-day Anderson training course will help delegates to build on their existing skill base and enhance the way they work with others and deal effectively and efficiently with circumstances that others might find too overwhelming.

Training Course Objectives

By attending this Anderson training course, delegates will be able to:

- Explain the psychological framework of good working relationships
- Understand the way personalities react differently to situations
- Analyse the origins of inappropriate behaviour and poor performance
- Vary their social style in a range of situations
- Apply their communication skills to facilitate teamwork and cooperation

Designed For

This Anderson training course is suitable to a wide range of women professionals but will greatly benefit:

- Senior managers, especially those who are newly promoted
- Line managers and supervisors
- HR generalists & Business Partners
- HR specialists
- Personal Assistants

► Training Details

Day One: Communication and Interpersonal Skills

- ▶ Understanding the importance of 'people' skills and how they affect the job
- ▶ Determining interpersonal strengths and weaknesses
- ▶ Evaluating common behaviour styles
- ▶ Defining what makes people 'difficult'
- ▶ Emotional intelligence and empathy
- ▶ Nonverbal communication

Day Two: Selection & Promotion Interviewing

- ▶ The purpose of the interview
- ▶ Understanding the requirements of the role
- ▶ Behavioural and competence-based questions
- ▶ Questioning and listening skills
- ▶ Probing and contrary evidence
- ▶ Practical Session

Day Three: Using Workplace Mediation

- ▶ What is mediation?
- ▶ Who can mediate and what can be mediated?
- ▶ Stages in mediation
- ▶ How to handle an impasse
- ▶ Coming to agreement
- ▶ Practical Session

Day Four: Developing Negotiation and Persuasion Skills

- ▶ The process of negotiating
- ▶ Negotiating is not compromising or compelling
- ▶ Range of possible outcomes
- ▶ The successful negotiator
- ▶ Mistakes to avoid
- ▶ Practical session

Day Five: Conducting Investigations

- ▶ Which situations require an independent investigator?
- ▶ The responsibilities of the employer
- ▶ The rights of the employee
- ▶ The stages of an investigation
- ▶ The role of suspension and dismissal
- ▶ Practical session

▶ The Certificate

Anderson Certificate of Completion will be provided to delegates who attend and complete the course

▶ INFO & IN-HOUSE SOLUTION

For more information about this course, call or email us at:

Call us: +971 4 365 8363

Email: info@anderson.ae

Request for a Tailor-made training and educational experience for your organization now:

Email: inhouse@anderson.ae



Anderson
Executive Development Centre

P.O Box 74589, Dubai, United Arab Emirates

Web: www.anderson.ae

Email: info@anderson.ae

Phone: +971 4 365 8363

Fax: +971 4 360 4759

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