



*Training Course:  
Effective People Skills*

*27 - 31 May 2024  
Cape Town (South Africa)  
DoubleTree by Hilton Cape Town - Upper Eastside*

## Training Course: Effective People Skills

Training Course code: PS1079 From: 27 - 31 May 2024 Venue: Cape Town (South Africa) - DoubleTree by Hilton Cape Town - Upper Eastside Training Course Fees: 5950 € Euro

### Introduction

All businesses in the current climate need a competitive edge. This can be gained through innovative and exciting products and services, or through effective and efficient world-class employees.

Top performing organizations are passionate about their most valuable resource - their staff. In order to maintain their high standards, a large proportion of their time and energy is spent on continuous professional development, not only of their employees but of their business.

This highly interactive 5-day Communication and Interpersonal Skills program investigates the tried and trusted management processes, procedures, and methodology used by many blue-chip companies. They use the tools to develop high levels of performance from their staff. This, in turn, ensures the future and reputation of their companies through innovative development, service, and evaluation. This course offers participants practical solutions to work-related issues.

During the workshop, you will explore a variety of behaviors, discuss leadership styles and learn how to get the most out of your staff by using state of the art techniques such as Neuro-Linguistic Programming NLP, Emotional Intelligence, and psychometric testing.

This course will give you the knowledge and understanding you need to move forward with enthusiasm and assurance. You will feel able to build a productive and cohesive unit, establishing strong working relationships with people at all levels. As you gain in experience and confidence, you will be recognized as an able and supportive supervisor and colleague.

### Course Objectives of Effective People Skills

- Develop skills and abilities which can be put to immediate use in the workplace
- Recognizing personal style and behavior preferences
- Build effective communication skills
- Develop strategies for creating a positive work environment
- Learn how to delegate and motivate
- Build and develop teams
- Recognize differing behavioral styles and learn to adapt to them in order to build lasting rapport
- Understand the key roles you have in encouraging and developing your staff
- Harness the power of personal motivation
- Give and receive feedback on performance and perception
- Massively improve your leadership skills

### Course Process of Effective People Skills

The seminar is carefully designed to address all styles of learning and to engage participants fully. Lectures and discussions are either preceded or followed by powerful individual or group exercises. These exercises provide opportunities for personal participation in real situations. This process makes training fun-filled, fast-paced,

challenging, and empowering. This seminar uses the cutting edge skills of Neuro-Linguistic Programming and Emotional Intelligence to open your mind to how people think.

## Course Benefits of Effective People Skills

- A greater understanding of behavioral motivation will decrease staff absences and turnover
- Motivated managers and supervisors will progress within your organization rather than with your competitors
- Improved two-way communication models
- Improved inter-team working
- Create and maintain a motivated, high-performance workforce
- A learning organization that can effectively manage the changes that the future requires
- Highly trained and motivated managers who will be able to raise performance standards and morale of their staff and colleagues
- A more confident and effective team of negotiators and presenters
- A crystal clear communication strategy within your organization
- A greater understanding of behaviors within the organization
- Innovative strategies for working with others within the organization and outside
- Lasting rapport with customers, ensuring they work with your organization rather than a competitor
- Communication of company targets and time restrained goals

## Course Results of Effective People Skills

- Develop your skill as a leader in order to create a high performing team
- Be able to identify the appropriate management model to improve individual and team performances
- Give and receive feedback in a positive manner
- Understanding of the behavioral styles of yourself, your team and your colleagues
- Be able to motivate and develop your staff regardless of their behavioral styles
- Be adaptable in a variety of different situations
- Overall, to feel more confident about your ability to get the very best from your team
- Understand the innovative business tools of NLP, Emotional Intelligence and behavioral techniques and be able to model those skills when working with others
- Be able to embrace change and communicate it to others
- Demonstrate confidence in front of colleagues, customers, and friends
- Utilize crystal clear communication models in order to maintain rapport
- Use appropriate body language, voice and tone in order to create a positive and lasting first impression in every situation
- Be able to identify the appropriate management model to improve individual and team performances

## Core Competencies of Effective People Skills

- NLP and Emotional Intelligence
- Problem Solving and Decision Making
- Communication and Interpersonal Skills
- Motivating Staff
- Assertiveness
- Building and Leading Teams

## Course Outlines of Effective People Skills

### Day One

## How to Build Lasting Rapport

- The art of building lasting rapport
- How to identify behavioral traits and react to them
- How to modify your own behavior to match others
- Sharpen your senses to the signals others are sending you
- Connect with colleagues and clients at a level that creates deeper trust and commitment
- Step into another person's shoes to better appreciate their experiences and motivations
- Read body language in order to understand how others are thinking and responding to you

## Day Two

### Self Awareness

- Key concepts of NLP
- The relationships between NLP and Emotional Intelligence
- Connecting your feelings for greater self-awareness
- Eliciting emotions
- Noticing your unconscious messages and following your intuitions
- Self-talk and what it means
- Maslow's Hierarchy of Needs
- Internal and external referencing

## Day Three

### Crystal Clear Communication

- Powerful listening and questioning techniques
- Thinking patterns
- Filters to communication
- The use of Metaphors
- Sub-modalities
- Perceptual positions
- Climates of trust
- Well-formed outcomes
- Communication exercises

## Day Four

### Empathy

- Review how to sharpen your senses to the signals others are sending you
- Communicating first impressions
- The secrets of body language
- How we communicate
- Filters to communication
- Understanding the science of lying
- Learning Styles
- Modeling - how others do things

## Day Five

## Motivation

- Logical levels of change
- The importance of values in motivation
- Eliciting values for yourself and your organization
- The secrets of motivation
- Setting goals that motivate
- Creating a positive future for your organization
- Testing your well-formed outcomes
- Stepping into the future

## Registration form on the Training Course: Effective People Skills

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
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Personal E-Mail: .....  
Official E-Mail: .....

### Company Information

Company Name: .....  
Address: .....  
City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
Position: .....  
Telephone / Mobile: .....  
Personal E-Mail: .....  
Official E-Mail: .....

### Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
- ☐ Please invoice me
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### Easy Ways To Register

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