

# Human Relations Skills

Human relations and interpersonal communication skills are essential to working effectively in an organization. Personality conflicts or communication interference causes friction between people, which can drastically reduce productivity. This course seeks to help participants understand the nuances of relating to people in a professional manner.

## Learning Objectives

- ◆ Gain an understanding of the interpersonal skills necessary to succeed in their positions as supervisors and coaches.
- ◆ Learn how to maximize their effectiveness as a supervisor through the development of their communication skills
- ◆ Learn how to get the most out of those that work for and with them.
- ◆ Understand the importance of and practice such skills as coaching, listening, dealing with conflict, giving constructive criticism, problem solving and the art of persuasion.

## Audience

This course is specifically designed for managers, supervisors, team leaders, department heads and others in the organization that need good communication skills for relating to peers and employees.

## Course Outline

### *Module One: A Human Relations Style*

- ◆ Styles of behaving toward others
- ◆ The aggressive, passive and human relations styles
- ◆ The behavioral style continuum
- ◆ Small group exercises: Identifying styles

### *Module Two: Creating a Positive Work Environment*

- ◆ Three lessons about positive actions
- ◆ Why employees don't praise each other at work
- ◆ Giving praise to employees
- ◆ Video-taped role play exercise: practice, taping, feedback

### ***Module Three: Listening for Effectiveness***

- ◆ Characteristics of poor listeners
- ◆ Poor listening habits
- ◆ Barriers to listening
- ◆ Techniques to overcome listening barriers
- ◆ Three rules for listening
- ◆ Showing understanding
- ◆ Small group exercises: Changing listening habits

### ***Module Four: Dealing with Conflict and Criticism***

- ◆ Two skills for taking criticism from others
- ◆ Absorbing criticism
- ◆ Examples of “Fogging”
- ◆ Clarifying criticism
- ◆ Video-taped role play exercise: practice, taping, feedback

### ***Module Five: A Problem Solving Style***

- ◆ Typical reactions when employees are criticized
- ◆ What is criticism
- ◆ The Problem Solving Style instead of Criticism
- ◆ Video-taped role play exercise: practice, taping, feedback

### ***Module Six: Using Persuasion with Employees***

- ◆ Persuasion
- ◆ The benefits of persuasion
- ◆ Persuasion cases: small group exercise
- ◆ Video-taped role play exercise: practice, taping, feedback
- ◆ Action step exercise: Individual plans to apply skills at work

## **Program Format – 3 Days**

This course is not a theoretical course -- it is built around practical skills that make the difference between effective and dysfunctional work groups. In teaching each skill, we present the learning point, illustrate its advantages and give examples of demonstrations. Each participant then practices and gains confidence in using the skills. We use videotaped role-play, exercises and case studies to give participants “hands-on” skills practice. Participants receive instructor and peer feedback and develop a plan for on-the-job reinforcement of the skills. The first part of each training day will be dedicated to sharing homework assignments with the group for feedback and recommendations. The maximum class size is 20, but for optimum results 12-16 participants is ideal.