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MANAGING INTERPERSONAL RELATIONSHIPS[©]

***"WITHOUT EMOTION, REASON HAS NO PRINCIPLES
NOR POWER."***

The course

This course is aimed at people who need to develop and manage efficient, harmonious relationships, to meet their objectives, to motivate teams and to work well with colleagues or clients.

The programme gives an insight into the way we relate to each other, highlighting inefficient behaviours.

The objective is to identify and develop assertive behaviour as a communication tool to build relationships, motivating and achieving results with the minimum input of time and energy.

Following the course the participants will be able to:

- Recognize and understand different behaviours and their potential causes;
 - Manage difficult behaviours;
 - Avoid manipulative situations and answer aggressive behaviours in a positive manner;
 - Influence openly and efficiently;
 - Build better relationships through assertiveness.
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- Understand the role emotional intelligence plays in improving personal and professional performance
 - Types of primary behaviours: aggressive, manipulative, passive
 - Assertive behaviour: rights and tools
 - Integrating and applying the information using tools and perspectives discovered during the course

Course details

Minimum 6, maximum 12 participants in a group

Period: 2 days, from 9:00 to 17:00

Trainers: Alina Chirvase, Lucian Mihai

AGENDA

IDENTIFYING IMPORTANT RELATIONSHIPS FOR PARTICIPANTS

- Stress and anti-stress sources
- Main categories of relationships
- Specific objectives relevant to the participants

EMOTIONAL INTELLIGENCE DIMENSIONS

- Identifying personal competences and their significance: self awareness, self regulation, motivation
- Identifying social competences and their significance: empathy and social skills
- Activities: film viewing, group discussions and exercises

TYPES OF BEHAVIOURS

- Confrontation, avoidance and problem solving techniques
- Learned manipulation
- Assertiveness questionnaire

ASSERTIVE RIGHTS

- The 10 commandment in assertiveness

ASSERTIVENESS TOOLS

- Broken record
- Self disclosure & voluntary personal information
- Selective agreement
- Accepting criticism
- Questioning criticism

PRACTISING ASSERTIVENESS TOOLS

- Resolutions to interactions: refusal or reasonable compromise
- Types of relationships: commercial, authority and equality relationships
- Practical activities