

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that--our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

Need help? Contact 1-877-566-9441 or visit www.amanet.org/2575

Interpersonal Skills for Managers

Improve your communication skills—and every aspect of your work relationships.

It's a whole new world of work, and interpersonal skills are key. Organizational change, diversity and electronic communications have changed the face of the workplace. Today, more than ever, success depends upon the combined cooperation, commitment and action of people—both face-to-face and across electronic and cyber channels. That's why interpersonal communication skills for managers are so critical in today's evolving business environment.

How You Will Benefit

- Solve problems by clarifying the real issues and roadblocks
- Minimize conflict and build group commitment
- Influence others and motivate them to profitable action through interpersonal skills
- Give criticism when necessary and praise to produce results
- Make trade-offs without being a pushover on big issues
- Implement plans without strong-arm tactics
- Develop credibility based on respect and trust
- Find alternatives to working with “difficult” people
- Generate enthusiasm for your ideas and proposals
- Give direction without creating “static”
- Save time, energy and talent by improving the entire “people” side of your job

What You Will Cover

Communication and the New Workplace

- Recognizing the expectations your manager, peers, employees and others have of your interpersonal skills performance
- Distinguishing between behaviors and intentions

Understanding Perception, Self-concept and Expressing Emotions

- How perceptions influence your interaction with others and their responses to you
- Analyzing how you and your coworkers approach work and relate to each other
- Understanding self-concept and reducing defensiveness

Nonverbal and Verbal Skills

Nonverbal and Verbal Cues

- Applying a five-step process to the development and delivery of clear messages
- Understanding cross-cultural flexing

Using Listening and Feedback Skills to Build High-Performance Work Relationships

- Identifying personal listening liabilities and strategies for improvement
- Achieving productive and satisfying work relationships with peers, your manager and others
- Developing strategies for constructive performance feedback
- Directing and motivating others
- Practicing steps to effectively give directions
- Knowing what motivates others to achieve high levels of performance and effectiveness

Assertively and Productively Managing Conflict

- The differences between assertive, nonassertive and aggressive behaviors
- Negotiating your way out of conflict

Being a Team Player: The Synergistic Impact of All Your Interpersonal Skills

- Identifying which stage of team development your work group is in and responding appropriately

Who Should Attend

Managers, team leaders and supervisors who want to maximize their positive impact on others through effective interpersonal skills.

This interpersonal communication course gives you three days of solid learn-by-doing training to sharpen your skills with superiors, peers and subordinates.

Schedule

- [3] days - \$2,445 Non Members
- [3] days - \$2,195 AMA Members
- [3] days - \$2,079 GSA

Credits

21 CPE/1.8 CEU

Need help? Contact 1-877-566-9441 or visit www.amanet.org/2575