

## INTERPERSONAL SKILLS FOR MANAGERS

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

Seminar #2575

### Overview

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 your interpersonal skills are so critical to your own effectiveness as a manager.

### Schedule

- [3] days

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- [3] days - \$2,345 Non Members
- [3] days - \$2,095 AMA Members
- [3] days - \$1,794 GSA

### Credits

1.8 CEU /18 PDU

### Schedule

We have 6 scheduled sessions located nationwide starting between 7/23/2012 - 11/26/2012

Date	Location	Duration
Jul 23, 2012 - Jul 25, 2012	New York, NY	3 Days
Jul 30, 2012 - Aug 1, 2012	San Francisco, CA	3 Days
Sep 24, 2012 - Sep 26, 2012	Arlington/Washington DC, DC	3 Days
Oct 17, 2012 - Oct 19, 2012	Atlanta, GA	3 Days
Nov 12, 2012 - Nov 14, 2012	New York, NY	3 Days
Nov 26, 2012 - Nov 28, 2012	Chicago, IL	3 Days

Registering more than 4 people, please call 1-877-566-9441.

### 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

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

#### Ways to Register

- [Register Online](#)
- Call 1-877-566-9441 for an AMA Training Consultant
- Email [customerservice@amanet.org](mailto:customerservice@amanet.org)
- Fax [AMA Text Registration Form](#)
- Mail [AMA Text Registration Form](#)