



People skills 101

Developing your team's Interpersonal Skills

“The meaning of communication lies in the response you receive.”
How can you learn to motivate your tribe to be more productive, more engaged and more connected with each other?

PEOPLE SKILLS 101

In this course we aim to empower you with People Skills that can allow your staff to become the greater version of themselves. The aim of the course is to uncover what behaviours can be damaging, to become self-aware, and to grow.



 YConnect.biz  www.y-connect.biz

Email: yokevandam@y-connect.biz | www.y-connect.biz

ARE YOU EXPERIENCING ANY OF THESE IN YOUR BUSINESS?

- Is there a behaviour, attitude or skill that is costing your business money?
- Is your staff constantly in a battle with each other?
- Would you like your staff to treat each other with respect?
- Is your staff not finding it easy to understand each other's cultures?



PEOPLE SKILLS 101

OFFERING AT A GLANCE

An interactive workshop for teams. Each team member will discover how their goals align with the purpose of your company, they will become more self-aware and empowered to change themselves.

1 COMMUNICATION SKILLS

Your staff will learn to communicate well over the phone, email as well as face to face. Elaborating on body language, feedback and rapport building techniques.

2 CONFLICT RESOLUTION

What are the causes of conflict, and how can you get yourself into a professional state. How to be assertive, and what to do during a conflict situation.

3 IDENTIFYING RED FLAGS

Tapping into the research of Dr John Gottman-we will identify which behaviours will add to great team dynamics, and which will destroy trust and relationships.

4 PERSONAL BRANDING

Uncovering the way your staff want to be remembered as by management, clients and colleagues. We will consider the various Facets of Personal branding.

5 PROFESSIONALISM

Uncovering productivity, the rules of work, being effective rather than efficient. Uncovering a culture of working Smarter not harder.