

The Dynamics of Leadership: Balancing Interpersonal and Communication Skills

11 – 15 July 2027
Cape town

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Ref: 36147_248585 **Date:** 11 – 15 July 2027 **Location:** Cape town **Fees:** 4500 Euro

The Power Of Yes Versus The Power Of No: Being An Assertive and Agreeable Manager Overview:

Welcome to "The Power Of Yes Versus The Power Of No: Being An Assertive and Agreeable Manager," a unique journey into the realm of interpersonal skills for managers. This course is designed to equip managers with the necessary knowledge to strike a balance between assertiveness and agreeableness. Recognizing the importance of interpersonal skills in the workplace, we explore interpersonal skills types and their practical application in leadership. With a key emphasis on communication and interpersonal skills, participants will learn how to improve interpersonal skills to enhance their effectiveness in the business environment.

Target Audience:

• Team Leaders and Managers

• Project Managers

• HR Managers

• Operation Managers

• Department Heads

Targeted Organizational Departments:

• Human Resources

• Operations Management

• Project Management

• Leadership and Executive Teams

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Targeted Industries:

• Information Technology

• Healthcare

• Manufacturing

• Finance and Banking

• Consulting Services

Course Offerings:

• Understanding the balance between assertiveness and agreeableness

• Improving communication and interpersonal skills

• Gaining insights into interpersonal relationship skills

• Developing technical and interpersonal skills

• Understanding the importance of interpersonal skills in leadership

Training Methodology:

The course methodology combines case studies, group work, interactive sessions, and feedback sessions, ensuring a holistic learning experience. We focus on interpersonal skills training, incorporating practical exercises that improve your interpersonal skills and communication. Throughout the course, we will showcase various interpersonal skills in leadership scenarios, offering insights on the application of these skills in real-life situations.

Course Toolbox:

• Interactive Case Studies

• Role-play Scripts for Assertiveness and Agreeableness

• Self-assessment Tools for Evaluating Interpersonal Skills

• E-books and Reading Materials on Leadership Interpersonal Skills

• Workbooks on Improving Interpersonal Skills

Course Agenda:

Day 1: Understanding Interpersonal Skills

• Topic 1: Introduction to Interpersonal Skills Types

• Topic 2: The Balance Between Assertiveness and Agreeableness

• Topic 3: The Importance of Effective Communication in Management

• Reflection & Review: Reflect on the Impact of Interpersonal Skills in the Workplace

Day 2: Assertiveness in Leadership

• Topic 1: The Role of Assertiveness in Leadership

• Topic 2: Techniques for Enhancing Assertiveness

• Topic 3: Balancing Assertiveness and Empathy in Leadership

• Reflection & Review: Reflect on the Use of Assertiveness in Leadership Scenarios

Day 3: Agreeableness in Leadership

• Topic 1: The Impact of Agreeableness in Team Dynamics

• Topic 2: Leveraging Agreeableness for Conflict Resolution

• Topic 3: Balancing Agreeableness and Decisiveness in Management

• Reflection & Review: Reflect on the Importance of Agreeableness in Collaborative Settings

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Day 4: The Power of Saying Yes

• Topic 1: Identifying Opportunities for Saying Yes

• Topic 2: The Positive Impact of Yes on Team Morale and Innovation

• Topic 3: Navigating Risks Associated with Yes Decisions

• Reflection & Review: Reflect on Scenarios Where Saying Yes Can Lead to Positive Outcomes

Day 5: The Power of Saying No

• Topic 1: When to Say No: Identifying Situations that Warrant Assertiveness

• Topic 2: Constructive No: How to Communicate Rejections Respectfully and Effectively

• Topic 3: Navigating Risks Associated with No Decisions

• Reflection & Review: Reflect on Scenarios Where Saying No Can Lead to Better Management Decisions

How This Course is Different from Other Soft Skills Courses:

Unlike other courses, "The Power Of Yes Versus The Power Of No: Being An Assertive and Agreeable Manager" provides an in-depth analysis of interpersonal skills in leadership, highlighting the importance of both assertiveness and agreeableness. This course doesn't just focus on the theory, but emphasizes the practical application of interpersonal skills for managers in the workplace. Through interactive case studies, participants will understand how these skills play a pivotal role in interpersonal relationship management, decision-making, conflict resolution, and overall business success. By training interpersonal skills, we aim to enhance your interpersonal effectiveness skills to foster a more cohesive and productive work environment.