



## FOCUS Session

### Interpersonal Skills to Communicate at all Levels

Developing and maintaining rapport with people at all levels is a 'must' for the effective executive assistant. Recognising and adapting to unique needs, preferences and communication styles forms the basis of good interpersonal skills.

MPS

training

*exceeding expectations*

'Treat everyone as you would like to be treated' is a principle that does not always work in the real world. Understanding and adapting to individual needs and preferences is the key to strong and effective interpersonal skills. This seminar explores rapport building methods that can be applied to developing and maintaining good relationships with people at all levels and diverse groups. Topics include:

- The art of rapport
- Recognising and communicating with red, blue, yellow and green thinking (using the HBDI™ model)
- Questioning and listening skills
- Recognising and adapting to diversity

*'The most important single ingredient in the formula of success is knowing how to get along with people.'... Theodore Roosevelt.*

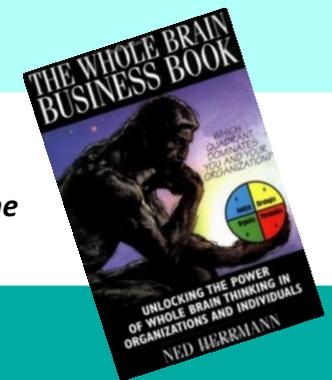
#### LEARNING OUTCOMES

MPS Training Focus Sessions are designed for optimal discussion and interaction. Our trainers use current effective facilitation techniques to ensure all learning styles and thinking preferences are addressed to ensure every unique learner achieves the key learning outcomes:

- Employ 'breaking the ice' techniques to build rapport
- Recognise and adapt body language and non-verbal signals to increase rapport
- Define the four main thinking styles and how best to communicate with each
- Define the 6 main types of questions and when to use each for effective and accurate communication
- Employ empathic listening techniques for better understanding and adapting to diversity

**\$132 per person (GST inclusive)**

Includes training materials **plus a complimentary book: *The Whole Brain Business Book* by Ned Herrmann**



#### VENUE:

MPS Training Centre  
Unit 9/141 Flemington Road Mitchell,  
ACT

*Check our website for course dates*

#### Book now!

Contact our friendly MPS Training staff today, but be quick as seats are limited!

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