



Strengthening Your People Skills in the Workplace

Keys to Building Your Interpersonal Skills

Let's face it—cooperation, collaboration and strong team dynamics are the backbone of today's most successful organizations. To achieve career success, you need great people skills. Which means you need the skills taught in this extraordinary new one-day workshop ...

- Handle difficult people and situations with positive outcomes
- Develop instant rapport with all types of people
- Deliver criticism and resolve conflict with positive approaches
- Communicate with tact and finesse



Also available
on demand.
See inside.

**We're
coming
to your
area ...**



Enroll online at
NationalSeminarsTraining.com/INTP
or call **1-800-258-7246**.

No doubt about it:

Individuals with excellent interpersonal skills rise to the top—in their careers, in their organizations and in life!

You've probably seen it happen time and again. There are two people with similar skills and knowledge, but one of them has enviable people skills while the other's interpersonal skills are only mediocre. Which one gets ahead faster and goes further? You know the answer to that one—no contest!

What you may not know is that effective interpersonal skills can be learned—just like any other skill.

The abilities to build effective professional relationships, to strike up instant rapport, to communicate with tact and to make a memorable impression are nothing more than a collection of techniques that you can learn and cultivate.

Strengthening Your People Skills in the Workplace is an intensive new workshop that provides you with a one-day way to gain the essential people skills you need to push ahead in your career. No other skill set is as crucial to your professional or personal success! Attend, and you'll learn how to ...

- Influence others to your way of thinking
- Build immediate rapport with new people
- Handle difficult people more effectively with less stress
- Deal confidently with conflict, confrontation and disagreements
- Pinpoint and eliminate habits and tendencies that hold you back

Ask yourself honestly: Are your people skills holding you back professionally? If you've read this far into this brochure, there's a strong chance you know all too well that the answer to this question is YES.

Make the commitment right now to attend this workshop and get the proven tools and techniques you need to make an immediate, dramatic improvement in the way you work with others.



The use of this seal confirms that this activity has met HR Certification Institute's® (HRCI®) criteria for recertification credit pre-approval.

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This Seminar Is Also Available on Demand

Strengthening Your People Skills in the Workplace is now available on demand—which means you can learn where you want, when you want. Your paid enrollment in the on-demand seminar entitles you to one full year's access to this seminar training.

Interested in building your skills today? Then consider our on-demand training. Call **1-800-258-7246** or order online at NationalSeminarsTraining.com.

Your on-demand access to the seminar is available for an individual; group training programs are available.



20 Ways This Workshop Will Benefit You ...

1. Never again experience the misunderstandings and miscommunications that have soured working relationships in the past
2. Feel confident in situations that once caused you stress and anxiety
3. Work effectively with people whose personalities and communication styles differ from your own
4. Make others feel valued, important and comfortable in your presence
5. Become more influential in your organization
6. Improve your results in dealing with difficult people by better understanding them
7. Handle confrontation confidently and professionally
8. Break out of your comfort zone to feel more comfortable in unfamiliar settings or activities
9. Connect immediately with new people and quickly build rapport
10. Deliver criticism in a constructive way that causes positive behavior change, not anger or resentment
11. Recognize and eliminate interpersonal tendencies and habits that are holding you back professionally and personally
12. Resolve conflict and move on to collaboration and cooperation
13. Diplomatically handle tough situations by knowing exactly what to say when
14. Strengthen your rapport—and your results—with those up and down the ladder
15. Cool down heated verbal exchanges before the situation gets out of hand
16. Reduce stress and tension by opening the lines of communication
17. Deal quickly and effectively with those who challenge you or put you down in front of others
18. Give sincere praise and watch your personal power grow
19. Establish yourself as a respected leader who gets exceptional results through others
20. Take time away from the daily distractions and get a fresh perspective and new ideas

30 Years of Training and Development

Each year over 122,000 associates and over 46,000 managers turn to NST for solutions to the challenges they face. In the past 10 years, NST has partnered with over 8,000 organizations to deliver tailored team and corporate training solutions.

Every course offered by NST is developed by a team of experts with decades of real-world experience. So you can count on getting relevant information and career-building skills from a trainer who knows what's going on in today's world.



Your satisfaction is 100% guaranteed!

Time is money, and we won't waste yours! ***Strengthening Your People Skills in the Workplace*** is packed with tips, techniques and ideas that will help you handle your job confidently and professionally. We're so certain you'll be amazed with the results you'll see from this powerful seminar that we guarantee it 100%. If you're not completely satisfied with the return on your investment, we'll refund every penny of your enrollment fee. **GUARANTEED!**

Enroll online at NationalSeminarsTraining.com/INTP or call **1-800-258-7246**.

Your Comprehensive Agenda

Workshop hours: 9 a.m. to 4 p.m. Registration begins at 8:15 a.m.

Increasing Interpersonal Success Through Self-awareness

- Understanding how strong interpersonal skills will magnify your personal power dramatically
- Assessing your interpersonal skills: How successfully do you interact with others?
- Analyzing various communication styles and recognizing your own
- Strategies for effectively interacting with communication styles different from yours
- Pinpointing interpersonal habits and tendencies that may be holding you back

Rapport-building: Establishing Solid Working Relationships Up and Down the Ladder

- Where “people skills” go bad: Top mistakes that sour relationships—and how to avoid them
- Introvert or extrovert? How to use your personality type to your advantage when building rapport
- Proven techniques for connecting with people you don't know
- The secret to making others feel valued and important
- 10 bridge-builders that create strong alliances with other departments
- Creating an environment where everyone feels safe in expressing themselves openly
- Recognizing the unlimited power of sincere praise

How to Persuade and Influence Others to Your Way of Thinking

- Creating a win-win approach—your key to dealing successfully with others at all levels
- Step-by-step method for persuading others with a quick, concise message

- Assertive vs. aggressive: Understanding why strong-arm tactics backfire every time
- Tips for gaining buy-in for your ideas and plans
- Sure-fire techniques for winning over an adversary to your way of thinking
- Go to plan B: Understanding your options when they simply won't see it your way

Working With Difficult People and Handling Tough Situations

- Why are difficult people difficult? The answers may surprise you
- Recognizing how your attitudes and behaviors impact the behavior of others
- Analyzing the classic types of difficult people
- Typical weapons difficult people use and how to counteract them
- Constructive feedback: Techniques for giving criticism in a way that creates positive behavior change
- Tips for handling criticism calmly when it's dished out to you

Working Through Conflict With Tact and Finesse

- Policies that help minimize conflict in the workplace
- What's the real problem? Getting to the root cause
- Elements of constructive confrontation: How to face it calmly, confidently and head-on
- Techniques for defusing explosive situations quickly and easily
- The 3-step method of working through a situation to permanently resolve conflict
- Negotiation strategies that turn nos into yeses
- Tips for keeping your emotions from sabotaging you during conflict or confrontation



Bring This Course to Your Organization

If you have multiple employees who could benefit from this training, consider bringing it on-site to your organization. Our Enterprise Learning Solutions team can tailor any program to meet your unique needs and core competencies. Learn more at NationalSeminarsTraining.com/CorporateTraining or contact a training specialist at **1-800-344-4613**.

Unlimited Seminars, Webinars and On-Demand Content ... With the STAR12 Professional Edition

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Listening Skills: Your Strategic Advantage in Interpersonal Effectiveness

- Master the basics of active listening—and double your communication effectiveness
- Are you unintentionally shutting down important information or feedback? Here's how to stop it
- What are they really trying to tell you? Reading body language and nonverbal cues
- To feel listened to is to feel valued: How to make colleagues or employees feel "heard"
- What to do when the person you're listening to won't stop talking

People Skills to Help You Shine in Specific Situations

- Making a memorable, positive impression in those crucial first few seconds
- Interpersonal skills at work during business lunches and dinners
- At a loss for small talk at work-related social functions? Try these tips
- Assertive communication in action: Practicing responses for various workplace situations
- Major communication mistakes that can damage your career—and how to avoid them

It's easy to enroll!



Register online at
NationalSeminarsTraining.com/INTP



Call toll-free **1-800-258-7246**

REGISTRATION INFORMATION

Our Registration Center is open weekdays from 7 a.m. to 7 p.m. CST. Enrollments taken online 24/7.

Group discount: When three enroll from your organization, a fourth may attend for FREE! Group discounts apply to seminar registrations only and cannot be used for STAR12 or on-demand seminars.

STAR12 Professional Edition—only \$499*: STAR12 entitles you to unlimited access to all NST seminars (retail priced \$399 or less) + Webinars, online courses and more for 12 months. Enroll today at joinSTAR12.com.

Check-in begins at 8:15 a.m. The workshop schedule is 9 a.m. to 4 p.m. Lunch is on your own.

Cancellations and substitutions. Cancellations received up to five working days before the seminar are refundable, minus a \$10 registration service charge. After that, cancellations are subject to the entire seminar fee, which you may apply toward a future seminar. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.

CEUs: Continuing education credit may be recognized by your professional board. Contact your own board to find out what's required. You may also call us at 1-800-258-7246 for additional assistance.

Tax deduction: The expense of continuing education, when taken to maintain and improve professional skills, is tax deductible. Please contact your accountant for complete details.

*Plus tax where applicable



National Seminars Training

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