



**Seatag Offshore
Limited
Course Outline**

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C-2603 – CCBT – Business Communications - general

INTERPERSONAL SKILLS

COURSE AIM

Training in Interpersonal skills looks at developing strong interpersonal skills which can make the difference between communication failure and success in the workplace.

LEARNING OUTCOME

1. Effectively deal with a variety of personality types
2. Better meet the needs of their team mates and customers
3. Effectively handle conflicts that arise with team mates and customers
4. Enhance trust with team mates and customers
5. Work collaboratively with team mates and customers

COURSE CONTENT

1. Personality awareness
2. Communication
3. Conflict management
4. Trust building
5. Collaboration

TARGET AUDIENCE

Although the focus of some of the training materials is on the IT professional, traditionally the least adept at interpersonal skills, all individuals in a company can greatly benefit from this training in order to improve interpersonal communication

COURSE DURATION

The course is designed as a two day workshop In the English language. However, if translations and translators are to be utilized this course should be extended to four days for non English speakers.