



ONLINE  
COURSE

# INTERPERSONAL SKILLS

BROCHURE

Identify ways of creating a powerful introduction and become that charismatic person.

The Interpersonal Skills eCourse will help you work towards being that unforgettable person by providing you with communication skills and negotiation techniques. You will also learn how to:

- Interpret and identify the difference between hearing and listening.
- Recognise and apply ways to improve the verbal skills of asking questions and communicating with power.
- Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.
- Recognise how seeing the other side, building bridges and giving in without giving up can improve skills in influencing other people.



#### DURATION

4 weeks online access



#### STUDY TIME

8-9 hours study time



#### INTERNATIONAL CERTIFICATION



#### CONTINUING EDUCATION UNITS (CEU'S)

0.9 CEU's



The  
**Leadership**  
CENTRE  
DEVELOPING TOMORROW'S LEADERS

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. In the Interpersonal Skills eCourse you will identify ways of creating a powerful introduction, remembering names and managing situations when you've forgotten someone's name.

This eCourse will help you work towards being that unforgettable person by providing you with communication skills, negotiation techniques, tips on making an impact and advice on networking and starting conversations. You will also identify the skills needed in starting a conversation, moving a conversation along and communicating with power.

## eCOURSE INCLUDES

- 4 Weeks Online Access.
- Interpersonal Skills eBook per phase.
- Interpersonal Skills Templates and Exercises.
- Quick Reference Sheet.
- Online Exam.
- International Certification.

## KEY OUTCOMES

On completion of this eCourse, you will be able to:

- Recognise and apply ways to improve the verbal skills of asking questions and communicating with power.
- Identify the skills needed in starting a conversation, moving a conversation along, and progressing your conversation.
- Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name.
- Recognise how seeing the other side, building bridges and giving in without giving up can improve skills in influencing other people.
- Apply tips in preparing for a negotiation, opening a negotiation, bargaining, and closing a negotiation.

## CERTIFICATION & ACCREDITATION

You are required to complete an online multiple choice exam with a pass mark of at least 80%.

The Leadership Centre is accredited by the International Association for Continuing Education and Training (IACET) and is authorized to issue the IACET CEU.



## TECHNICAL REQUIREMENTS (COMPUTER)

- A computer with Microsoft Windows operating system (98, NT, 2000, XP, Vista, or Windows 7) or Mac OS X (10.5 Leopard or higher).
- A computer with Microsoft Office 2000 or higher.
- A high speed internet connection and a web browser (Firefox is highly recommended as there are incompatibility issues with Internet Explorer).
- Adobe Reader (free software).

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## GET IN TOUCH

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Should you have any queries, please contact us at The Leadership Centre.

### TARYN MOODLEY

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#### Learner Support

taryn.moodley@tlc-global.com

+27 (0)861 444 339

### SARAH GILES

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#### Sales Manager

sarah.giles@tlc-global.com

+27 (0)861 852 463

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## HAPPY LEARNING

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The Leadership Centre Team

