

Training Program on Interpersonal Skills

16th May, 2022
9:00am-5:00pm

For SBP.BSC Officers

Content

1. Introduction and Expectations
2. Interpersonal Skills (IS)
 - Defining and Benefits of IS
3. IS Techniques – Communication Skills
 - Listening is the Key
 - Upward Communication Etiquettes
4. IS Techniques – Emotional Intelligence
 - IQ and EQ
5. IS Techniques – Problem Solving
 - Decision Making
 - The Art of Problem Solving
6. IS Technique – Team Working and Conflict Management
 - The Secret of Negotiation
 - Conflict Resolution and Mediation

Learning Outcomes

Good interpersonal skills are the foundation for good working and social relationships, and for developing many other areas of skills.

By the end of this session, participants will:

- Understand about Interpersonal Skills and its dynamics
- Know how to improve key Interpersonal Skills at workplace
- Understand how and why Self-reflection is important
- Be able to avoid distractions more effectively
- A roadmap and plan to improve Interpersonal Skills



Dr. Ansir A Rajput

Dr. Ansir A Rajput (PhD. MBA, Babson college USA, BSEE, USA) has 20 + years of Branding and Communications, Entrepreneurship, Teaching and Training experiences. Dr. Rajput is a serial entrepreneur, founded 8 startups and assisted 100+ ventures. Dr. Rajput has published 2 books, 15+ research papers and 20+ newspapers and magazines articles.

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