

COURSE OVERVIEW

Effective Interpersonal Skills

TIMD-104



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Assertiveness is a vital interpersonal skill for anyone, especially those leading teams. This course explores personality styles and equips learners with techniques to manage interactions with individuals who exhibit aggressive or passive-aggressive behaviour. It builds communication confidence and strengthens leadership through practical, respectful assertiveness.

Module 1: Interpersonal Skills

People with strong interpersonal skills tend to thrive professionally and personally, often seen as calm, confident, and charismatic, traits that foster trust and influence.

- The three dominant behavioural styles
- Causes of passive behaviour
- Recognising behaviours in others
- Reasons for aggressive behaviour
- Traits of assertiveness

Suitable for:

Managers, Supervisors, Team Leaders and other managers of people.

Skills achieved:

- Developing teams (Intermediate)

Related Resources:

- Work-related stress Assessment
- Young person task assignment Assessment
- Signs of drug or alcohol abuse Assessment
- New Employee Induction Checklist
- Performance Checklist
- Performance Improvement Plan Checklist

Benefits:

The Delegate will receive a Total Quality Assured (TQA) certificate of achievement upon successful completion.

Estimated Time:

25 Minutes

Related Courses:

- Effective Goal Setting
- Effective Time Management
- TACT
- Developing Self-Awareness
- Managing Performance
- Effective Interpersonal Skills