



# INTERPERSONAL EFFECTIVENESS

PLATO ACADEMY

*How effective are you being with other people right now?  
What difference would it make to you if you improved your effectiveness?  
How do you measure your effectiveness?*

## Approach

This programme is designed for people who wish to focus on their personal and professional effectiveness with others. We are creatures of habit, and many of our habits serve us well, however some don't. We take this opportunity to identify and change our actions and behavior and install more effective habits into our lives.

We take a practical approach to this programme, encouraging participants to bring their own challenges to the table, and work on them throughout the programme, enabling real solutions to emerge.

## Key Topics

- Interpersonal Effectiveness
- Accountability
- Purpose & Values
- Managing Time & Being Motivated
- Communication & Teamwork

## Training Objectives

At the end of this programme, you will be able to:

1. Effectively manage your personal state
2. Take accountability for your action and behaviours
3. Clarify your purpose and goals
4. Define, plan and execute your highest priorities
5. Create motivational agreements with others
6. Communicate more empathically
7. Celebrate strengths and differences with others

## Duration

Two Days

If you would like to discuss any one of our programmes please call on +44(0)7803 299337 or email: [info@craighilesconsulting.com](mailto:info@craighilesconsulting.com)



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## Programme Schedule

### Day One

#### Introduction & Welcome

- Programme Objectives
- Personal Objectives

#### Interpersonal Effectiveness

#### Foundational Principles

- Effective Change
- Inside-out Process
- Kaizen – Continuous Improvement

#### Accountability

- Accountability .v. Responsibility
- Responding Effectively
- Influencing With Integrity

#### Purpose & Goals

- Identifying Purpose & Values
- Goal Clarity
- Personal Compass

#### Managing Time

- Prioritizing Matrix
- Prioritizing with Others
- Work Life Balance

#### Personal Action Planning

Reflection, Discussion & Action

### Day Two

#### Welcome Back

Review Of Day One

#### Motivation

- Motivation Model
- Motivational Language
- Motivational Agreements

#### Communication

- Communication Model
- Effective Listening
- Traffic Lights

#### Teamwork

- Valuing Difference
- Empowering Others
- Managing Energy

#### Personal Action Planning

Reflection, Discussion & Action

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