



Competencies that are addressed:

PRIMARY COMPETENCY CATEGORIES:

- **Interpersonal Skills—**
Displays a consistent ability to build solid relationships of trust and respect inside and outside the organization.
- **Communication—**
Advances the abilities of individuals and the organizations through active listening supported with meaningful oral and written presentation of information.
- **Conflict Resolution—**
Creates harmony in stressful interpersonal situations and brings people together who have been separated by their differences.

RELATED COMPETENCY CATEGORIES:

- **External Awareness—**
Sees things from multiple points of view. Is mindful of how actions impact others. Keeps up to date with issues that affect area of responsibility.
- **Attitude—**
Maintains a friendly, positive, and enthusiastic outlook.
- **Professionalism—**
Projects an image of maturity and integrity that creates credibility.

Interpersonal Skills for Facilitators

SUMMARY

Facilitators need to be able to deal with a wide spectrum of personalities and behaviors, from eager contributors to reluctant hostages...and even saboteurs. To do this effectively, you need an expansive tool belt of different approaches to relate to people and overcome resistance to new ideas and approaches. This module identifies approaches to different types of listeners and helps you create strategies for dealing with disruptive behaviors. We pull all the elements together in a proven process for handling pressure situations and difficult questions.

CONTEXT

Dale Carnegie conducted over 25 years of academic and training room research to develop a set of best practices for winning friends and influencing people. These principles are divided into three categories. The first set on building rapport focuses on the need to exercise good everyday human relations habits in all interpersonal contact. The second set of principles on gaining cooperation deals with your role as a persuader, as a salesperson, for new and better ways of achieving results. The final set on being a leader addresses holding people accountable for staying open-minded to change and being willing to try new ideas. You will apply these highest level principles when you face confrontation and have to change people's attitudes and behaviors.

At the completion of this module, participants will be able to:

- Apply interpersonal skills effectively with a wide spectrum of personalities
- Demonstrate poise under pressure
- Deal with difficult attitudes and behaviors

"When dealing with people, let us remember that we are not dealing with creatures of logic. We are dealing with creatures of emotion, creatures bustling with prejudices and motivated by pride and vanity."

—Dale Carnegie