

People Skills

Workshop



*Karen Ferris*

The most sought-after skills in the business world are self-awareness, the ability to listen, empathy, communication, trust and emotional regulation

These are essential people skills

## The facilitator

I am an organisational change management rebel with a cause!

Enjoying challenging the status quo I drive new ways of working along with new ways of thinking.

I have authored four books on organisational change management.

My two recent publications “Unleash the Resiliator Within” provide individuals and leaders with twenty superpowers to be resilient in the face of constant and uncertain change.

I am an author, speaker, coach, mentor, facilitator and trainer, with the desire to make a difference.

I am passionate about enabling individuals to be resilient and thrive in a rapidly changing and ambiguous world. I am pragmatic in my approach.

We have to stop talking about managing resistance to change and start building resilience in the face of it.

It is time to bounce forward – not back.

## The need

Regardless of where you are positioned in an organisation, people skills are vital for individual and organizational success.

If you're in sales or customer service, you have to put yourself in your customer's position, to understand what he or she needs (to empathize) and meet their needs.

If you're trying to negotiate a deal, you must be patient and calm (emotionally regulated) so that you can close the deal.

If you're trying to drive change, you have to articulate your initiative and its potential (communication) in order to get the support, you need.

Anyone who wants to succeed needs to be fluent in people skills.

## The outcome

The workshop is designed to help everyone communicate effectively, build trust and establish rapport, influence, empathize, and operate with emotional intelligence.

## The content

- Emotional intelligence and self-awareness

- Establishing rapport
- Communications and listening skills
- Leading with empathy
- Establishing trust
- Influencing techniques
- Constructive criticism
- Giving and receiving feedback

## The duration

The workshop is 1-day in duration and can be run in-house at your facilities.

The workshop can also be broken into modules and delivered virtually in a format that suits your needs.

## The numbers

The workshop is limited to 16 attendees.

## The options

The workshop can be customized to your specific needs and desired outcomes.

## The next step

### Contact

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