

Emotional Resilience: Navigating Interpersonal Challenges with Confidence

Skills for Success



In-Class



8 hours



EGP 2,680

Course Description:

In today's dynamic work environment, trust and resilience are crucial for personal and team success. This training program equips participants with the skills to cultivate trust within teams and enhance their resilience. Through interactive activities, discussions, and real-world applications, participants will learn how to foster a positive workplace culture, navigate challenges, and strengthen team dynamics.

Target Audience:

Team leaders, managers, supervisors, and HR professionals.

Course Objectives:

By the end of the course, participants will be able to:

- Foster an inclusive environment by encouraging input & feedback from all staff.
- Maintain a systematic approach to tracking responsibilities, positions, opinions, time, and individual strengths/weaknesses.
- Recognize and adapt to different personality types within the workplace & promote a no-gossip environment to strengthen team cohesion.
- Engage in activities to get to know colleagues and strengthen interpersonal connections.

Course Outline:

Module 1: Empower Staff through

- Set Expectations
- Accept Input
- Delegate
- Supply Resources

Module 2: Keep Promises & Respect

- Be Organized
- Stay Motivated
- Don't Overcommit and Underdeliver
- Keep Track
- Position
- Opinion
- Time
- Strengths/Weaknesses

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Module 3: Personality Types & Transparent Communication

- Personality Types:
 - The Leader
 - The Analytical
 - The Amiable
 - The Expressive
- Transparent Communication:
 - Verbal
 - Non-Verbal
 - Honest Feedback
 - No Gossip

Module 4: Develop Positive Relationships

- Get-to-Know Colleagues
- Manage Boundaries
- Collaborate with Others
- Show Appreciation
- Recognize Mistakes
- Fix Mistakes
- Evaluate Your Improvements
- Avoid the Same Mistakes in the Future

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

Upon Successful Completion of this Course, participants will obtain:

0.6 CEUs

Course Language:

English

Prerequisites:

N/A