

American Success Educators Corporation Presents:

The Great People Skills Seminar

Celebrating Our 25th Year!

Razor Sharp Seminar Series 2018

AGENDA

Increasing Interpersonal Success Through Self-Awareness

- Understand how strong interpersonal skills dramatically magnify personal power
- Assess interpersonal skills: How successfully do you interact with others?
- Explore interpersonal behavior: When do you feel powerful? Powerless? Unsure? Anxious?
- Analyze communication styles and recognize your own
- Learn to interact effectively with communication styles different from your own
- Pinpoint interpersonal habits and tendencies that may be holding you back

Rapport Building: Establishing Solid Working Relationships

- Avoid the top mistakes that sour relationships
- Use your personality type to your advantage when you build rapport
- Learn proven techniques for connecting with people you don't know
- Create an environment where everyone feels safe in openly expressing themselves
- Recognize the unlimited power of sincere praise
- Know the secret to making others feel valued
- Forge strong alliances with other departments by using these 10 bridge builders

How to Persuade and Influence Others to Your Way of Thinking

- Create a win-win approach — your key to dealing successfully with others
- Learn a step-by-step method to persuade others with a quick, concise message
- Understand the difference between aggressive and assertive behavior and why strong-arm tactics backfire every time
- Gain buy-in for your ideas and plans
- Win over an adversary to your way of thinking

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Working With Difficult People and Handling Tough Situations

- Learn the answers to what makes difficult people difficult
- Recognize the impact your attitudes have on other people's behavior
- Analyze the classic types of difficult people
- Learn the typical weapons used by difficult people and how to counteract them
- Find the right words: EASY scripts you can use to get through tough situations
- Give constructive feedback to encourage positive behavior
- Get tips for handling criticism calmly

Working Through Conflict With Tact and Finesse

- Get to the root cause of the real problem
- Learn how to minimize conflict in the workplace
- Face elements of constructive confrontation calmly, confidently and head-on
- Defuse explosive situations quickly and easily
- Get the 3-step method of working through a situation to permanently resolve conflict
- Keep your emotions from affecting you during conflict or confrontation

Listening Skills: Your Strategic Advantage in Interpersonal Effectiveness

- Expand your personal power with excellent listening skills
- Master the basics of active listening
- Stop shutting down important feedback
- Read body language and nonverbal clues

People Skills to Help You Shine in Specific Situations

- Make a memorable impression in those crucial first few seconds
 - Say no without arousing anger or resentment
 - Try these tips to make small talk at work-related social functions
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