

INTERPERSONAL INTELLIGENCE PROGRAMME

Interpersonal Intelligence is one of the primary determinants of success in the work arena as well as in our personal lives. Interpersonal Intelligence can indeed be increased and enhanced.



psychology at work

About the programme:

Psychology at Work's **Interpersonal Intelligence Programme** helps individuals, teams and organisations optimise their interpersonal style by helping individuals shift behaviour that complicates relationships and limits the attainment of their objectives. A cognitive behavioural methodology is employed so as to enable deep, meaningful and sustained change. To help give participants the courage to change, the facilitation style makes full use of *humour and irreverence* to enable them to appreciate their humanity!

SETA Accreditation:

The **Interpersonal Intelligence Programme** is registered (Reg. No: 27/142103) with the **W&R SETA** for the following 4 x Unit Standards:

- US12433: **Use communication techniques effectively** (NQF level 5; Credits = 8)
- US252037: **Build teams to achieve goals and objectives** (NQF level 5; Credits = 6)
- US242819: **Motivate and build a team** (NQF Level 4; Credits = 10)
- US113909: **Coach a team member to enhance individual performance** (NQF Level 3; Credits = 8)

What you can expect:

DAY 1	Facilitated understanding of the Diamond Model, in behavioural terms, with colourful and personal examples. By the end of Day 1, individuals will all have a common language in behaviour classification.
DAY 2	Cognitive behavioural techniques are applied to facilitate a mind-shift. These skills are also taught so that each individual has the skills to be self-managed, particularly in terms of mind-set and behaviour. By the end of Day 2, individuals will have the skills to shift their own attitude and emotionally manage themselves and potentially others.
DAY 3	Recipes for dealing with specific interactions are practiced and feedback from the group and facilitator is shared. By the end of Day 3, individuals will have practiced their new interpersonal style.
DAY 4	Giving and receiving feedback in a "live" situation. This helps participants embed their new skills and allows them the opportunity to have a success experience with their new skills, even in a very challenging situation. By the end of Day 4, participants will have given one another real feedback.

Who should consider participating:

The programme assists people who:

- undersell themselves and want to increase their confidence in interpersonal situations.
- want to limit instances of others taking them the wrong way, and misperceiving their intentions.
- respond overly sensitively or defensively to criticism and would like to better manage situations by learning to process feedback rationally and respond assertively as opposed to withdrawing or becoming aggressive.
- need to understand previous / recurring criticism and actually make a change that is sustainable.
- feel inauthentic at times, and want to lead others authentically.
- want to improve their interpersonal skills in order to better manage their relationships with their co-workers.
- want to audit their behaviour and enhance their current functioning for career or personal reasons.

- The Interpersonal Intelligence programme runs over either 4 consecutive days OR 2 days + 2 days.
- In-house programmes are restricted to a minimum of 8 and maximum of 15 participants.
- The facilitation fee excludes venue; transportation & accommodation costs which will be to the client's account (*including that of the facilitators when outside of Cape Town*). Please contact us to request a fee calculated for your requirements.
- Venues need to meet certain requirements. External venues are preferred as they have fewer distractions.

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