

# 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)

## How does it work:

The **Interpersonal Intelligence Programme** takes individuals through the following process that helps one identify and then shift ineffective behaviours while developing new behaviours:

- Provide opportunities to develop a deep understanding of behaviour styles using *Psychology at Work's* Diamond model of behaviour.
- Self-reflection and self-assessment exercises that allow one to audit one's own behaviour and decide what to shift and what to keep.
- Use cognitive-behavioural principles, participants are taught how to slow their self-talk down so as to become more aware of their automatic thoughts, and to check / change their thoughts and attitudes.
- Keeping our own ego in check, and managing others' ego.

With this foundation in place, and in the safety of a small group of people going through similar growth, participants learn and practice a step-by-step process they can rely on when interacting with others around sticky issues, including giving and receiving positive and negative feedback as well as saying "no".

## 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.
- are inclined to rescue others and want practical recipes for empowering and coaching others to take responsibility and see commitments through.
- would like to improve their own communication strategy.

- 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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