

# Strengthening Your People Skills in the Workplace

## Course Description

Gain essential skills for understanding, relating to and working better with all types of people, even the most difficult, during this extraordinary one-day workshop.

## Course Objectives

After completing this course, participants will know how to obtain the following results:

- Build a commitment to shared goals and win-win outcomes
- Communicate with tact and finesse
- Achieve the respect and credibility that smoothes the way for getting buy-in for ideas and projects
- Identify interpersonal tendencies that could be causing problems
- Explore positive approaches to delivering criticism and resolving conflict
- Disagree without damaging relationships in the process
- Master highly effective techniques for developing instant rapport with all types of people
- Gain powerful strategies for handling difficult people and situations with positive outcomes
- Feel comfortable in once stressful situations
- Deal more effectively with difficult people
- Handle conflict and confrontation professionally
- Build immediate rapport with new people
- Become a leader who earns respect

## Who Should Attend

Managers, supervisors and employees who want to gain the tools and techniques needed to make an immediate, dramatic improvement in dealing with other people.

## Course Overview

The workshop, **Strengthening Your People Skills in the Workplace — Keys to Building Your Interpersonal Skills**, gives participants the tools and techniques to build effective professional relationships, strike up instant rapport, communicate with tact and make a memorable impression. Learn to prevent conflict before it happens by confronting others professionally, calmly and tactfully. Recognize and eliminate self-sabotaging interpersonal habits. Gain insight as to why difficult people behave the way they do.

**Strengthening Your People Skills in the Workplace, Keys to Building Your Interpersonal Skills**, substantially improves people skills in 19 major ways!

1. Feel confident in situations that once caused stress and anxiety.
2. Never again experience the misunderstandings and miscommunications that have soured working relationships in the past.
3. Work effectively with people whose personalities and communication styles differ.
4. Make others feel valued, important and comfortable.
5. Improve results in dealing with difficult people by better understanding them.
6. Break out of the comfort zone to feel more comfortable in unfamiliar settings or activities.
7. Connect immediately with new people to quickly build rapport.
10. Deliver criticism in a constructive way to encourage positive behavior change, not anger or resentment.
11. Recognize and eliminate interpersonal tendencies and habits that inhibit success in the workplace.
12. Resolve conflict and move on to collaboration.
13. Handle tough situations diplomatically by knowing exactly what to say and when to say it.
14. Strengthen rapport and results with those up and down the ladder.
15. Cool down heated verbal exchanges before the situation deteriorates.
16. Open the lines of communication to reduce stress.
17. Deal quickly and effectively with those who offer criticisms or challenges in front of others.
18. Give sincere praise frequently and watch personal power grow.
19. Become a respected leader who gets exceptional results through others.

This workshop gives employees the critical tools to help build essential people skills that make all the difference to an organization's success.

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## 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 Up and Down the Ladder**

- 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 everytime
- Gain buy-in for your ideas and plans
- Win over an adversary to your way of thinking

### **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 sabotaging 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

## **Trainer Information:**

### **Frank Keck**

This seasoned speaker and trainer holds a deep well of experience designing and implementing customized programs of the highest quality. His work has focused on performance improvement in such areas as leadership, customer service, sales training, stress management, and communication and interpersonal skills. He has authored and presented dynamic keynote addresses, seminars and training programs, helping clients and their enterprises achieve the maximum levels from their lives by pushing beyond their preset limitations to develop new levels of accomplishment. In all of this, Frank Keck utilizes humor, encouraging audiences to be focused, but not to take themselves too seriously, enjoying life while challenging themselves.

Frank Keck works with and gives presentations for people who want to do their best on a daily basis and who want to accelerate their success. As a skilled speaker and trainer, Frank believes his strengths lie in the ability to help people feel comfortable, and open and expand their comfort zone to try new things. His thoughtfulness and ability to empathize are keys to establishing a positive connection with audiences that allow Frank to maintain a participant-centered program. He leaves audiences energized and enlightened, and with the skills that will produce positive effects in their personal and professional lives.

### **Vision**

*To help people become their best and accelerate their success.*

### **Mission Statement**

*To help individuals and their enterprises achieve the maximum levels of success by coaching, challenging and encouraging them to overcome their preset limitations, the barriers to success, by developing their interpersonal skills in a fun and positive environment. To provide management and leadership units with the tools and support they need to increase productivity and thereby positively impact the bottom line.*

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### **Favorite Training Topics:**

Vision Creation  
Team Building  
Customer Service  
Creativity  
Leadership

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### **Achievements**

#### ***Education***

- Bachelor of Science, Communications, Southern Illinois University
- Dale Carnegie Training

#### ***Work History***

- Motivational Speaker and Trainer, National Seminars Group/Padgett-Thompson

#### ***Awards & Affiliations***

- American Society for Training and Development
- National Speakers Associations
- Rotary International
- Who's Who in American Colleges & Universities
- Who's Who in American Businesses

- Certified Speaking Professional, NSA
- Eagle Scout from Boy Scouts of America

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### **Clients Include**

- Ford Motor Company
- The St. Louis Cardinals Baseball Club
- Urban Search & Rescue
- Drexel University
- Florida Dept. of Health
- BNSF
- Wellpoint
- Blue Cross-Blue Shield
- ALCOA
- Harrah's
- MacDill FCU
- State of Florida
- Baptist Healthcare
- Union Bank
- TX Health Resources
- Margaritaville

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### **Acclaim**

“I’ve been to many workshops & training sessions over the years. Frank’s combination of message & delivery style is the best I’ve ever seen in 25 years. The framework, quotes, and techniques are powerful.”

—*Michael J. Halligan, Sr. , VP Am,  
Second Harvest Bank*

“Yesterday we concluded our most successful program to date; an all-day off-site session for our entire Division. Frank in his usual form wowed the crowd and brought everyone to their feet. We came away with deliverables and an even more committed group of employees to the Agency”

—*Bob McKee, Director,  
Urban Search & Rescue*

“Frank is an excellent trainer who uses humor and ‘hands-on’ activities to teach the material. He knows when to give more time to a particular subject and when to move on. He encourages people to think beyond the first answer and is delighted when he sees creativity come alive in the people around him. The ‘buzz’ around campus is that if you weren’t at the seminar, you really missed out!”

—*Jackie Medenblik, Co-Chair, Professional Development Committee,  
Trinity Christian College*