



# Working with Different Personalities



## COURSE SPECIFICATIONS



### FORMAT

- In-house



### Duration

Training is given in a half day (3 hours).

(The content and the duration of this session can be adapted for a personalized on-site training.)



### TARGET AUDIENCE

Any individual needing to work in a team.



### DELIVERY METHOD

Instructor-led, group-paced, classroom-delivery learning model with structured, hands-on activities. Participants' experiences are used as support to put new notions into action.

Highly personalized and interactive approach, the groups are limited to 15 participants.



### LANGUAGE

Available in:

- French
- English



### CERTIFICATION

Training Certificate

Emploi Québec



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## DESCRIPTION

**Working with Different Personalities** is designed for individuals who must work in teams. Participants will learn to build on their teammates' interpersonal differences in order to go forward in the same direction, as well as recognizing communication styles and appreciating their complementarity. They will be able to fully seize communication tools and to use appropriate tools and techniques to act as a team, as well as to adapt to their collaborators. By developing their relational skills, they will avoid conflict and communication issue.

## OBJECTIVES

ALLOWING THE PARTICIPANT TO:

- Recognize the importance of communication,
- Determine personal communication styles on the workplace,
- Improve interaction with his colleagues and teammates whose communication style differ from his own.

## COURSE CONTENT

### INTRODUCTION

- Communication skills and personal communication styles

### UNDERSTANDING COMMUNICATION DYNAMICS

- Basic principles of communication
- Effective communication
- The two dimensions of interpersonal communication
- The phenomenon of communication
- The communication process
- Verbal, non-verbal and para-verbal

### ACTIVATING COMMUNICATION

- Personal communication styles
- Styles Interacting
- Interpersonal adaptability
- Overview of my work environment
- Strategies for communicating with other styles
- And now?

### PERSONAL ACTION PLAN

