



**London Elite Centre**



## *Interpersonal Skills for HR Professionals*

*PDF Broshoure of the Event*  
<https://londonelitecentre.com>



## Interpersonal Skills for HR Professionals

Start date:2023-12-04

End date:2023-12-08

Location:Berlin

Price: \$5750

This is why personnel specialists need to take advantage of their human relationships capabilities or soft abilities to supply their job efficiently. This is the beauty of this course. It is among a kind in identifying situations in organizations that demand unique care and focus from human resources experts beyond their technological human resources proficiencies. This course addresses those scenarios and shows you how to establish the appropriate soft skills to handle them.

## Course Objectives of Interpersonal Skills for HR Experts

- Specify interaction and also clarify its significance to the job of personnel professionals
- Apply the significant principles of organization and report writing
- Produce written personnel communication and example human resources records
- Exercise the standard skills of conflict resolution including affecting
- Discuss the value of customer service in personnel as well as the steps to construct the required state of mind
- Choose one of the most appropriate fundamental coaching as well as counselling methods in personnel details situations

### Day 1

#### Human Resources and Communication

- Definition of communication
- Communication in HR
- Characteristics of an effective HR communicator
- Questioning techniques
- Listening and empathy
- Interviewing techniques:
  - The STAR technique
  - The FACT technique
  - The probing technique
  - The leading technique
- Basics of public speaking

### Day 2



## HR Business Communication and HR Reports

- Basics of business writing
- Writing HR reports
- Common mistakes in writing HR correspondence and reports
- Examples of HR correspondence and reports
- Conflict Resolution: A Required Skill for HR Professionals
- Definition of conflict
- Sources of conflict in HR
- Thomas Kilmann conflict model
- Influencing skills
- Practical applications in HR

## Day 3

### Client-Centric HR Departments

- Definition of customer service
- Internal customers versus external customers
- The importance of customer service in HR
- Who are the HR customers
- Building a customer service mentality in the HR department

## Coaching and Counseling Employees and Line Managers

- Coaching, counseling, and mentoring
- Importance of coaching and counseling to HR professionals
- Differences between coaching, counseling, and mentoring

## Day 4

### The 5 principles of coaching:

- Principle 1: feedback
- Principle 2: accountability
- Principle 3 challenge
- Principle 4: tension
- Principle 5: systems

## Day 5

### The 'GROW' model of a super coach:



- Setting a goal
- Checking reality
- Identifying options
- Gaining commitment through will