



**4D Group**

## **Effective Interpersonal Skills For Insurance Professionals**

### **Who would benefit?**

This course is designed to help individuals wishing to increase their personal awareness and therefore provide an enhanced quality of service which will then differentiate them and improve their companies' performance. It will enable them to achieve increased results by working with others through understanding communication behaviour that will help them to become more effective.

The course will benefit those working in areas of high personal interaction, conflict or those who work within or lead teams.

### **Objective**

Discover how to work more effectively

Understand how to unlock your potential

Understand techniques to increase productivity through increased self-awareness, personal change techniques and self-motivation.

### **Content**

Improve your memory for names, tasks and information

Manage your time and your life more effectively

Understand your personality style, minimize weaknesses and develop its strengths

Communicate effectively with different personality types

Change counterproductive habits, attitudes and behaviours

Understand stress, the symptoms and how to live with it

Build self-esteem

Resolve conflict and handle criticism

Feel more in control of your life, your environment and enjoy yourself more!

Develop a positive attitude in yourself and others

Set SMART goals for your life

Introduce transactional analysis

### **Duration**

One day