



# IMPROVING INTERPERSONAL SKILLS

A WORK-BASED LEARNING APPROACH



WHILE CURRENT AND NEW EMPLOYEES, INCLUDING GRADUATES MAY HAVE TECHNICAL SKILLS, THEY OFTEN LACK THE INTERPERSONAL SKILLS NEEDED TO BE SUCCESSFUL IN THE WORKPLACE CHANGE.

## ABOUT THIS PROGRAMME

The Improving Interpersonal Skills (IIS) programme has been developed by the Global Centre of Work Applied Learning (GCWAL) for new staff including fresh graduates starting out in industry, as well as recently employed staff. It can be customised for individuals who are unemployed or retrenched.

The IIS programme is designed to build the interpersonal skills of the participants such as problem-solving and decision making, collaborative skills and self-management through understanding themselves in the context of self, self as part of a team and self in relation to others in the organisation.

This online programme has a duration of 3 months with in-built support from GCWAL Facilitators. The learning takes place at work and for work through a Work Readiness project. This enables the learning to be directly integrated into the participant's work situation.

## HOW DOES THIS PROGRAMME WORK

### PROGRAMME STRUCTURE

This programme has two components:

**1. Work Readiness (WR) project** - this programme incorporates an applied WR project for the participants to develop their interpersonal skills. Each participant will plan and implement their WR project in consultation with their manager. As the participants

work on their WR project and interact with others in the organisation, they will critically review and apply the following programme knowledge:

- Communication
- Self-management
- Working with others
- Problem-solving
- Decision-making
- Responding to conflict
- Organisational politics
- Awareness of leadership styles

**2. Critical Reflection** - during the programme, participants will critically reflect and find insights about what has happened and what they have learned.



## LEARNING MATERIALS AND ACTIVITIES

Participants will also engage in:

- Facilitator-led group webinars for real time video discussion and Q&A interaction
- Directed readings through the online learning management system, and
- Pre-recorded learning videos and activities to encourage learning and application, critical thinking and reflection.

## ROLE OF THE PARTICIPANT

Each participant will produce the following deliverables:

- A plan for their WR project
- A monthly reflective report on the improvement of their interpersonal skills; and
- An implementation report, which integrates the monthly reflective reports with a summary of the participant's reflections on the improvement of their interpersonal skills in the context of self, self in relation to others and self as part of a team.

## CERTIFICATION

Those participants who complete the deliverables will receive a **Certificate of Completion** from GCWAL.

Participants who do not complete the deliverables to the required standard will receive a **Certificate of Participation** from GCWAL.

## ROLE OF GCWAL PROGRAMME ADVISORS

Experienced GCWAL Programme Advisors will provide written feedback on the WR project plan and reflective reports produced by each participant. They will also facilitate regular group webinars to assist in the learning process as the participants reflect on their project and their development in the context of self, self in relation to others and self as part of a team.

## ROLE OF THE MANAGER

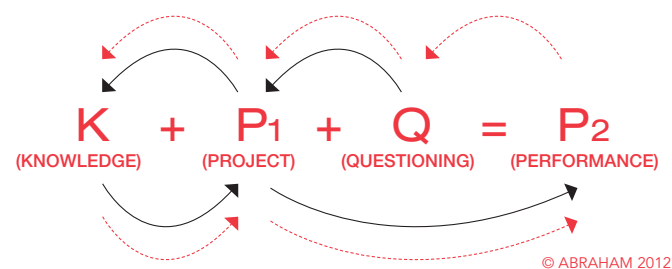
The manager of each participant plays a crucial role in this programme. The participant will provide their manager the WR project plan for their approval, the monthly reflective reports as well as the implementation report. In addition, the manager will receive a copy of the Programme Advisor's written feedback on the reflective reports.

## TRIANGULATION PROCESS

The triangulation process comprising the reflective reports from the participant, feedback from the Programme Advisor and the manager's observations of the participant will aid the manager to assess the participant's progress.

## CONSULTATIVE WORK-APPLIED LEARNING (WAL) PROCESS

During this programme, the participants will be guided by GCWAL Programme Facilitators as they go through a consultative WAL process as summarised in the learning formula below:



The participants will:

- Critically reflect on their interpersonal skills
- Question (**Q**) how to improve their interpersonal skills
- Define their WR project (**P<sub>1</sub>**)
- Reflect and apply the relevant knowledge (**K**) to improve their interpersonal skills
- Achieve performance outcomes (**P<sub>2</sub>**) including learning and project outcomes.

## ENTRY CRITERIA

Participants should:

- be currently employed, and
- have adequate English language proficiency.

## PROGRAMME FEE

The programme fee is **\$10,000 plus GST** per participant. There is a minimum cohort size of 12 participants.

Where the programme is delivered outside Australia, the same programme fee applies, plus any applicable taxes in that country.

**Additional fees will apply if customisation of the programme is required based on the needs of the client such as an increased duration of the programme or additional support.**



## LICENSING ARRANGEMENTS

- This programme can be licensed by Global Centre for Work-Applied Learning (GCWAL) to corporations, associations and public sector organisations for facilitation to their employees.
- The financial arrangements will be set out in the licensing agreement.
- This programme will be facilitated by a pool of GCWAL-approved Programme Facilitators engaged by the Licensee.
- In order for Programme Facilitators to be approved by GCWAL, they must:
  - complete the Change Through Action Learning programme, and have
  - a relevant postgraduate qualification, and
  - at least 3 years of management experience in working with teams and managing projects.
- The Programme Facilitators will be monitored by GCWAL Advisors for quality assurance purposes.

## ABOUT



At the **Global Centre for Work-Applied Learning** ([www.gcwal.com.au](http://www.gcwal.com.au)), we empower individuals, teams, and organisations to learn to enable change.

Our suite of learning programmes

is designed for a range of people from new employees to senior management. Each programme uses our consultative work-applied learning process to achieve change, whether at an individual, team or organisational level. All programmes are delivered online with inbuilt support from experienced facilitators.



### FOR FURTHER INFORMATION ON OUR PROGRAMME, PLEASE CONTACT US:

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