



# People Skills: Course Overview

## High-Level Summary

Teaches practical, effective skills that improve performance, productivity, morale, and inclusiveness through objective, empathic, “win-win” interactions; core interpersonal skills are integrated into one’s own natural style and applied to daily work life.

## Skill Sets/Learning Objectives

Participants will improve their ability to:

- Listen—to understand the true nature of problems and needs, reduce misunderstanding, and establish inclusive, high-trust relationships
- Gain agreements—to build commitment and accountability in others
- Deliver feedback—to elevate performance and development while keeping conversations productive and constructive
- Practice candor—to raise difficult issues confidently and professionally, manage the strong emotions others may experience in return, and create high-commitment outcomes

## Distinctive Features

- Teaches the “critical few” conversations that broadly impact performance and results
- Intensive skill practices using participants’ own real-world business issues
- Personalized coaching from master trainers

## Participant Testimonials

- “I wish I’d learned these skills earlier in my career.”
- “Not enough words to describe the relevancy of these skills to all the situations we face in life, both at work and at home.”
- “A great course that needs to be extended universally throughout our management.”

## Next Steps

If you’re looking for a training program that fosters communication success, let’s start a conversation. Contact us at [info@ridgetraining.com](mailto:info@ridgetraining.com) or call 612.440.7661.

## Who should attend?

- Managers, any level (but especially, mid-level, front-line, and high potential)
- Individual contributors (professionals, engineers, developers, etc.)

## Recommended Course Size:

24 participants, 2 trainers  
12 participants, 1 trainer

## Duration:

2 days to cover all learning objectives.

Course can be shortened to

