



WHAT ARE INTERPERSONAL SKILLS?

Interpersonal skills are traits you rely on when you interact and communicate with others. They cover a variety of scenarios where communication and cooperation are essential.

WHY ARE INTERPERSONAL SKILLS IMPORTANT IN THE WORKPLACE?

- Help employees develop and foster strong working relationships with each other and with their customers
- Contribute to increasing team and organizational productivity
- Help managers build empathy, exercise self-control, and resolve conflict

HOW RETHINK CAN HELP:

Our on-demand training helps employees understand and strengthen their own interpersonal skills then learn how to apply them effectively in different situations.



AWARENESS OF SELF AND OTHERS

SELF-KNOWLEDGE

Increases knowledge and understanding of one's own strengths, feelings, needs, and weaknesses, to better solve problems, make decisions and to grow and change in all areas of one's life.

EMOTIONS

Promotes the building of one's emotional intelligence through application of a set of skills that help us identify, understand, and manage emotions to effectively achieve goals and live satisfying lives.

WANTS AND NEEDS

Shows how to distinguish between what we want versus what we need and provides strategies for identifying and meeting our needs.

VALUES

Promotes greater understanding of the role one's values play in life and work outcomes, as well provides strategies on how to live a value-driven life to achieve greater success and happiness.

GROWTH MINDSET

Explores the theory that one's underlying beliefs about learning and intelligence impact their own learning experience. Provides strategies on how to adopt a positive-growth mindset to maximize success in all areas of life.

LEARNING SKILLS

Provides strategies on how to learn effectively and address areas such as focus, motivation and identifying and achieving one's learning goals.



SELF-MANAGEMENT

SELF-CONTROL

Discusses self-control and the ability to regulate one's feelings, thoughts and behaviors in order to achieve one's goals. Explains the concept of delayed gratification and provides strategies on how to improve self-control.

STRESS MANAGEMENT

Looks at the biological effects of stress and how stress is tied to our feelings, thoughts, and emotions. Discusses the benefits of having an optimal level of stress and provides strategies for managing stress levels.

FOCUS

Provides practical strategies for how to better manage both internal and external distractions, increase our level of focus and benefit from the ability to stay focused in all areas of life.

GOAL SETTING

Introduces the concept of benchmark intentions and its effect on goal achievement. Provides strategies on how to set SMART goals effectively.

PROBLEM SOLVING

Details the steps to effective problem solving such as identifying the problem, thinking of and evaluating solutions, and selecting a solution to implement.

RESILIENCE

Provides a greater understanding about resilience and how to better recover from setbacks and adversity. Learn how to access resources that can help us respond to adversity and trauma in healthy ways.



SOCIAL SKILLS

RESPECT

Describes the role that inclusiveness and status play in demonstrating respect. Provides ways in which one can use social and communication skills, as well as our understanding of an organizational structure to promote respectful behavior.

FRIENDSHIP

Talks about the characteristics of a quality friendship and the role friendship plays in our well-being. Discusses the different approaches for developing social skills to build and maintain friendships.

RELATIONSHIPS

Introduces the Attraction Theory and how people are most attracted to others who share similar attitudes. Provides strategies on how practicing self-awareness, balance and effective communication can help build healthy and fulfilling relationships.

COOPERATION

Promotes greater understanding of one of the key aspects to cooperative behavior such as creating positive interdependence. Provides nine effective ways to structure positive interdependence.

CONFLICT RESOLUTION

Explores a greater understanding of conflict resolution and the importance of owning one's perspective and listening to the perspective of others. Provides strategies for negotiating a solution that allows everyone to feel good about the resolution.





SOCIAL AWARENESS

CULTURAL COMPETENCE

Provides strategies for how we can recognize our own biases, as well as learn to interact and engage with people from different cultures.

EMPATHY

Designed to promote a greater understanding of empathy, the benefits of having empathy, and the four main threats to our ability to treat others with empathy. Provides strategies on how we can change our feelings, thoughts, and behavior to build our sense of empathy.

SUPPORT SYSTEMS

Describes what a support system is, why it is important, and ways to identify and build an effective support system of people who we can turn to in times of need.

SOCIAL CONTRIBUTIONS

Defines social contribution as doing something directly to help your family, community, and world. Provides practical steps on how we can learn to make meaningful social contributions, as well as how to teach our children to do so.

ACTIONS AND CONSEQUENCES

Talks about the role emotions play in our actions and how we can make conscious choices about our actions, rather than reacting with a flight-or-flight response.



SELF-CARE

MINDFULNESS

Talks about how we can bring intentional and careful awareness to the present with as little judgment as possible. Provides mindfulness-based practices that have positive effects on our psychological and physiological health.

SELF-EFFICACY

Discusses how one's beliefs in his or her ability to reach a goal can mean the difference between achieving success or failure. Gives effective strategies for increasing one's level of self-efficacy.

OPTIMISM

Looks at how optimism is a mindset and a choice. Provides eight simple tips for learning how to see ourselves, the people around us and our situations in the most favorable way possible.

SELF-COMPASSION

Focuses on the intentional practice of bringing kindness, appreciation, and gratitude to ourselves, as well as how we can increase our level of self-compassion.

SELF-ADVOCACY

Talks about how one can self-advocate, speak up and communicate one's needs, and make informed decisions about the supports necessary to meet those needs.

HEALTHY BOUNDARIES

Provides a greater understanding of the importance of identifying healthy boundaries, as well as making choices about one's own social, emotional, and physical health and safety. Provides ways to establish and maintain healthy boundaries.

