Interpersonal Skills

Course Syllabus

Course Overview

Description

Most of us would agree strong Interpersonal Skills are crucial to building harmonious relationships at work and at home. When pressed, however, most employees have a hard time describing exactly what interpersonal skills are—or recognizing when they might need help improving their own.

Duration: Approximately 20 min

Objectives

After you complete this course, you will be able to:
- Define interpersonal skills
- Utilize tools to improve your interpersonal skills
- Ask for feedback from others and connect with a mentor

Required Materials

The course contains all required materials. No additional materials are necessary.

Course Outline

Introduction

- Scenario practice
- Course overview
- Course objectives

Module 1: Essential Interpersonal Skills

- Scenario practice
- Five primary skills
- Dos and don'ts of effective verbal communication
- Nonverbal communications
- Active listening
- Positive attitude
- Five ways to improve your attitude
- Asking for feedback

- Connect with a mentor
- Summary & Review

Course Administration

Earning Your Certificate

The course provides you with multiple attempts to pass the final assessment. You must receive a score of 70% or better to receive your Certificate of Completion. If you do not pass the assessment, it is recommended that you review the course and accompanying materials before you retake the assessment.

Completion Deadline

You have 12 months from the subscription date to complete the course. You may complete the course at any time during this period.

Policies

All learners must be honest and forthright in their professional development activities. Learners are expected to complete their own coursework.

Course Evaluation

After you have earned your certificate, you will have an opportunity to provide feedback that assists the design and development team with course improvement.

Course Contributions

AllRegs® by Ellie Mae courses are developed through the combined efforts of industry experts, instructional designers, and course developers.

Technical Requirements and Support

You must have an Internet connection and an Internet browser that supports the course files. Refer to the Ellie Mae Academy FAQs to ensure your browser supports our courseware, and to address any additional questions you may have.

Course Help

For additional assistance, email learning@elliemae.com. Please provide the following details:

- Course title
- Related screen number(s)
- Browser and version
- Your contact information