

COMMUNICATION & RELATIONSHIP MANAGEMENT SKILLS

“Fostering Trust, Influence, and Professional Impact through Strategic Communication”

Schedule

Date	Venue	Fees (Face-to-Face)
03 - 04 Sep 2026	Dubai, UAE	USD 1995 per delegate

► Available delivery methods: Face-to-Face & Online Training

Introduction

In today's dynamic and collaborative work environments, the ability to communicate effectively and manage professional relationships is essential for success. Strong communicators are able to influence without authority, build trust across levels, and navigate complex interpersonal dynamics with confidence and purpose.

This intensive two-day course focuses on building communication and relationship management skills that drive performance, engagement, and professional credibility. Participants will learn how to adapt their message, manage perceptions, and foster relationships that create influence, collaboration, and alignment.

Objectives

By the end of this course, participants will be able to:

- Communicate more clearly, confidently, and strategically.
- Build rapport and credibility with diverse stakeholders.
- Navigate difficult conversations with tact and effectiveness.
- Strengthen influence without relying on authority.
- Manage professional relationships across hierarchies and functions.
- Create engagement and alignment through interpersonal presence.

Why Attend

- Strengthen your communication presence and influence in your organization.
- Develop trusted working relationships that support career and business growth.
- Improve collaboration and reduce misunderstanding across teams.
- Lead conversations and interactions with confidence and clarity.
- Turn difficult relationships into productive professional partnerships.

Target Audience

This program is designed for:

- Managers, supervisors, and project leaders
- Professionals working in cross-functional or client-facing roles
- Business development and account managers
- Team members seeking to improve their professional communication
- Anyone responsible for influencing, engaging, or aligning others

Individual Benefits

Key competencies that will be developed include:

- Influencing skills and conversational strategy
- Emotional intelligence and self-awareness
- Professional rapport building and listening
- Constructive dialogue and trust development
- Stakeholder engagement and collaboration

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Enhanced collaboration across departments and hierarchies
- Improved relationship-based leadership and team engagement
- Reduced interpersonal conflicts and miscommunication
- Stronger customer and stakeholder relationships
- Higher trust and credibility within and outside the organization

Instructional Methodology

The course follows a blended learning approach combining theory with practice:

- Communication Style Assessments – Understand and adapt your approach
- Role-Plays – Simulate real-life stakeholder and team conversations
- Case Studies – Analysis of communication breakdowns and success
- Practical Tools – Messaging frameworks, stakeholder maps, feedback models
- Group Activities – Rapport building, influence planning, and networking practice
- Reflection – Relationship audit and development roadmap

Course Outline

Training Hours: 7:30 AM - 3:30 PM

Daily Format : 3-4 Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: Communication Foundations and Interpersonal Influence

• **Module 1: Strategic Communication in the Workplace (07:30 - 09:30)**

- Communication vs. connection
- Speaking with clarity, structure, and intention
- Eliminating confusion and aligning messaging

• **Module 2: Building Trust and Professional Presence (09:45 - 11:15)**

- Establishing credibility in verbal and non-verbal communication
- Presence, tone, and listening in influence
- Professional image and consistency

• **Module 3: Adapting to Communication Styles (11:30 - 01:00)**

- Understanding communication preferences (DISC/Behavioral insights)
- Flexing your approach for individuals and teams
- Navigating challenging personalities

• **Module 4: Workshop - Communication Styles and Rapport (02:00 - 03:30)**

- Identify and apply best-fit communication strategies
- Live peer practice and feedback

Day 2: Relationship Management and Influence

• **Module 5: Managing Up, Across, and Down (07:30 - 09:30)**

- Communicating with managers, peers, and subordinates
- Navigating hierarchy and politics with professionalism
- Gaining support and alignment across stakeholders

• **Module 6: Handling Difficult Conversations and Feedback (09:45 - 11:15)**

- Planning for difficult or emotional interactions
- Delivering feedback with clarity and empathy
- Responding to defensiveness or disagreement

• **Module 7: Strengthening Relationship Networks (11:30 - 01:00)**

- Strategic relationship mapping
- Proactive relationship-building techniques
- Sustaining connections and follow-through

• **Module 8: Simulation - Relationship Scenarios and Action Planning (02:00 - 03:30)**

- Real-life scenario practice: clients, colleagues, and leaders
- Course summary, self-assessment, and next steps

Certification

Participants who complete the program will receive a Certificate of Completion in **Communication & Relationship Management Skills**, recognizing their ability to communicate with impact and build meaningful, results-driven relationships in professional environments.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation’s unique goals.

<p>In-House / Customized Training</p> <p>Interested in running this course for your team?</p> <p>Please contact us:</p>	<p>TEL:</p> <p>+601116373203</p>	<p>EMAIL:</p> <p>info@mawaevents.net</p>
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