

INTERPERSONAL & COMMUNICATION SKILLS

"Mastering Human Interaction for Workplace Success and Relationship Building"

Schedule

Date	Venue	Fees (Face-to-Face)
11 - 17 Sep 2026	London - UK	USD 3495 per delegate

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

Introduction

Success in any professional setting depends not only on technical ability but also on the strength of interpersonal and communication skills. Whether managing relationships, navigating conflict, leading teams, or influencing stakeholders, the ability to communicate clearly and connect with others is critical.

This engaging 5-day course helps professionals develop core interpersonal competencies including emotional intelligence, active listening, assertive communication, and relationship management. Through interactive role plays, self-assessments, and communication simulations, participants will enhance their ability to communicate with confidence, empathy, and impact.

Objectives

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

- Build rapport and trust in professional interactions
- Use active listening and empathy to improve understanding and collaboration
- Communicate assertively while respecting others' perspectives
- Manage challenging conversations and resolve interpersonal conflict
- Adapt communication style to different audiences and situations

Why Attend

- Strengthen your communication confidence and personal impact
- Reduce misunderstandings and improve clarity in conversations
- Learn how to read non-verbal cues and emotions in others
- Gain tools for effective workplace communication, feedback, and collaboration
- Enhance your influence, negotiation, and relationship-building abilities

Target Audience

This program is designed for:

- Professionals at all levels seeking to improve communication and teamwork
- Team leaders, supervisors, and project managers
- Customer service, HR, and administrative staff
- Sales, marketing, and client-facing roles
- Anyone looking to strengthen emotional intelligence and workplace communication

Individual Benefits

Key competencies that will be developed include:

- Emotional intelligence and self-awareness
- Verbal, non-verbal, and written communication
- Conflict resolution and assertiveness
- Building influence and trust in relationships
- Adaptability across communication styles and cultures

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Stronger collaboration and team performance
- Reduced workplace misunderstandings and conflict
- Improved customer satisfaction and internal service quality
- More effective leadership and employee engagement
- Enhanced professional image and organizational reputation

Instructional Methodology

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

- Strategy Briefings - Core principles of communication, behavioral psychology, and interpersonal dynamics
- Case Studies - Workplace scenarios and relationship challenges
- Workshops - Communication simulations, self-reflection, and feedback exercises
- Peer Exchange - Group discussion, feedback practice, and role play
- Tools - Communication checklists, EI assessments, body language guides, and assertiveness planners

MAWA EVENTS

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Course Outline

DETAILED 5-DAY COURSE OUTLINE

Training Hours: 7:30 AM - 3:30 PM Daily Format: 3-4 Learning Modules | Coffee breaks: 09:30 & 11:15 | Lunch Buffet: 01:00 - 02:00

Day 1: Foundations of Interpersonal Effectiveness

- Module 1: The Role of Interpersonal Skills in the Workplace (07:30 - 09:30) • Understanding interpersonal communication and human behavior • The impact of relationships on performance and engagement • Personal communication strengths and gaps
- Module 2: Emotional Intelligence Essentials (09:45 - 11:15) • Self-awareness, self-regulation, motivation, empathy, and social skills • Recognizing emotions and managing reactions • EI and workplace relationships
- Module 3: Active Listening and Empathy (11:30 - 01:00) • Listening to understand vs. listening to respond • Demonstrating empathy in verbal and non-verbal ways • Reducing assumptions and improving clarity
- Module 4: Workshop - EI Self-Assessment & Listening Practice (02:00 - 03:30) • Completing a personal EI profile • Practicing active listening in pairs

Day 2: Effective Verbal and Non-Verbal Communication

- Module 1: Speaking Clearly and Purposefully (07:30 - 09:30) • Communicating with confidence and structure • Storytelling, clarity, and impact • Avoiding common communication mistakes
- Module 2: The Power of Body Language (09:45 - 11:15) • Reading non-verbal signals in others • Posture, facial expressions, and eye contact • Cross-cultural considerations in non-verbal cues
- Module 3: Communication Styles and Adaptability (11:30 - 01:00) • Recognizing passive, aggressive, passive-aggressive, and assertive styles • Adapting to different personalities and audiences • Flexing communication across roles and contexts
- Module 4: Workshop - Communication Style Analysis (02:00 - 03:30) • Mapping personal style • Peer feedback and reflection

Day 3: Assertiveness, Boundaries, and Influence

- Module 1: Assertive Communication Techniques (07:30 - 09:30) • Expressing thoughts and needs respectfully • Saying no diplomatically • Managing up, across, and down
- Module 2: Building Professional Boundaries (09:45 - 11:15) • When to set boundaries and how • Handling overcommitment and workplace pressure • Strategies for respectful refusal
- Module 3: Influence and Persuasion (11:30 - 01:00) • Principles of influence: trust, logic, and emotion • Structuring persuasive messages • Influencing without authority
- Module 4: Workshop - Assertiveness Role Play (02:00 - 03:30) • Practicing real scenarios • Feedback from peers and facilitator

Day 4: Conflict, Feedback, and Difficult Conversations

- Module 1: Conflict Styles and Triggers (07:30 - 09:30) • Understanding conflict dynamics • Personal conflict response patterns • Managing emotional reactions
- Module 2: Giving and Receiving Feedback (09:45 - 11:15) • Feedback frameworks (SBI, DESC) • Delivering constructive criticism respectfully • Receiving feedback without defensiveness
- Module 3: Difficult Conversations with Confidence (11:30 - 01:00) • Planning and structuring tough conversations • De-escalating tension • Finding common ground and moving forward
- Module 4: Workshop - Feedback and Conflict Simulations (02:00 - 03:30) • Peer role plays • Review and reflection

Day 5: Communication Excellence and Integration

- Module 1: Cross-Cultural and Virtual Communication (07:30 - 09:30) • Global communication considerations • Time zones, tone, and written professionalism • Inclusion and respect across cultures
- Module 2: Written and Digital Communication Skills (09:45 - 11:15) • Email etiquette and clarity • Tone and professionalism in messaging platforms • Structuring written communication for impact

- Module 3: Final Review and Personal Action Plan (11:30 – 01:00) • Recapping core communication principles • Creating a communication development plan • Accountability and peer coaching
- Module 4: Final Assessment and Wrap-Up (02:00 – 03:30) • Knowledge check • Group debrief • Certification and closing

Certification

Participants will receive a Certificate of Completion in Interpersonal & Communication Skills, validating their readiness to build stronger relationships, enhance workplace communication, and contribute more effectively across teams and functions.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
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