

## THE ROLE OF THE DIRECTOR AND THE BOARD

*"Strengthen your interpersonal abilities and master communication strategies to build effective, collaborative relationships."*

### Schedule

Date	Venue	Fees (Face-to-Face)
17 - 21 Aug 2026	Barcelona, Spain	USD 3495 per delegate

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

### Introduction

Success in the workplace hinges on how well we interact with others. This 5-day course equips participants with the interpersonal and communication skills necessary to navigate diverse workplace dynamics, collaborate effectively, and foster positive relationships.

Through a blend of theory, practice, and self-reflection, participants will explore how to communicate with clarity, listen actively, manage emotions, and influence outcomes, helping them thrive in both leadership and team roles.

### Objectives

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

- Understand key interpersonal dynamics and their impact on workplace relationships.
- Communicate clearly, confidently, and professionally across different contexts.
- Apply active listening techniques to enhance mutual understanding.
- Manage conflicts and emotional triggers constructively.
- Build rapport and trust with colleagues, clients, and stakeholders.

## Why Attend

- Develop a deep understanding of interpersonal communication patterns.
- Learn tools to manage workplace tensions and enhance collaboration.
- Improve your emotional intelligence and adaptability.
- Gain strategies for influencing and persuading effectively.
- Walk away with a personalized action plan for stronger workplace interactions.

## Target Audience

This program is designed for:

- Team leaders, supervisors, and managers.
- Project coordinators and cross-functional team members.
- HR professionals and organizational development specialists.
- Customer service, sales, and client-facing professionals.
- Anyone aiming to strengthen their interpersonal and communication skills.

## Individual Benefits

Key competencies that will be developed include:

- Stronger interpersonal awareness and adaptability.
- Enhanced communication confidence and clarity.
- Improved conflict management and problem-solving skills.
- Greater emotional intelligence and empathy.
- Stronger collaboration and relationship-building abilities.

## Organizational Benefits

Upon completing the training course, participants will demonstrate:

- More cohesive and collaborative teams.
- Reduced workplace misunderstandings and conflicts.
- Improved cross-functional communication.
- Greater employee engagement and morale.
- Stronger alignment with organizational goals.

## Instructional Methodology

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

- Interactive Lectures – Foundational principles and models.
- Group Exercises – Building interpersonal awareness.
- Role Plays – Practicing real-life communication challenges.
- Case Studies – Learning from workplace scenarios.
- Personal Reflection – Crafting an individual development plan.

## Certification

Participants will receive a Certificate of Completion in Interpersonal and Communication Skills, recognizing their achievement in developing key workplace communication and relationship-building competencies.

## 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.

### In-House / Customized Training

Interested in running this course for your team?

Please contact us:

TEL:

**+601116373203**

EMAIL:

**info@mawaevents.net**

© Material published by MAWA Events shown here is copyrighted. All rights reserved. Any unauthorized copying, distribution, use, dissemination, downloading, storing (in any medium), transmission, reproduction or reliance in whole or any part of this course outline is prohibited and will constitute an infringement of copyright.