

EFFECTIVE COMMUNICATION, COORDINATION & INTERPERSONAL SKILLS

“Mastering Communication for Enhanced Collaboration and Relationship Building”

Schedule

Date	Venue	Fees (Face-to-Face)
07 - 08 Apr 2026	Dubai, UAE	USD 1995 per delegate

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

Introduction

Effective communication and interpersonal skills are fundamental to success in both professional and personal contexts. This 2-day course is designed to help participants enhance their communication, coordination, and interpersonal skills, enabling them to build stronger relationships, collaborate more effectively, and manage conflicts in the workplace.

By focusing on practical techniques and strategies for effective communication, this course will empower participants to express themselves clearly, listen actively, and understand the perspectives of others. Participants will also develop the skills necessary to manage group dynamics, negotiate effectively, and foster a positive and productive work environment.

Objectives

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

- Understand the principles of effective communication and its role in professional success.
- Develop and improve interpersonal skills for building stronger relationships at work.
- Master coordination techniques for managing team dynamics and achieving shared goals.
- Handle conflicts and difficult conversations with confidence and professionalism.
- Use active listening, empathy, and feedback techniques to improve communication with colleagues and clients.

Why Attend

- Improve your ability to communicate clearly and effectively in both individual and team settings.
- Learn practical techniques for managing coordination and collaboration within teams.
- Enhance your ability to resolve conflicts and build positive working relationships.
- Gain confidence in dealing with difficult conversations and negotiations.
- Strengthen your interpersonal skills to foster a supportive and productive work environment.

Target Audience

This program is designed for:

- Managers and supervisors looking to improve their leadership and communication skills
- Team leaders and department heads seeking to enhance team collaboration
- HR professionals responsible for team dynamics and communication training
- Professionals in customer-facing roles who need to develop strong communication skills
- Anyone interested in improving their interpersonal and coordination skills in the workplace

Individual Benefits

Key competencies that will be developed include:

- Enhanced ability to communicate and express ideas effectively.
- Improved interpersonal skills for building trust and rapport with colleagues and clients.
- Skills for coordinating and managing team tasks more effectively.
- Techniques for handling difficult or sensitive conversations with professionalism.
- Strengthened ability to resolve conflicts and foster a collaborative work environment.

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved communication and coordination within teams, leading to better collaboration and productivity.
- Reduced misunderstandings and conflicts, leading to a more harmonious work environment.
- Increased efficiency in team coordination and task management.
- A more positive organizational culture, with enhanced trust and cooperation.
- Stronger leadership capabilities in managing both internal and external communications.

Instructional Methodology

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

- Strategy Briefings - In-depth discussions on key principles of communication, coordination, and interpersonal skills.
- Case Studies - Real-world examples of effective communication strategies and conflict resolution techniques.
- Role-Playing - Practical exercises to enhance communication and conflict management skills in various workplace scenarios.
- Peer Exchange - Group discussions and activities to share experiences and solutions for common communication challenges.
- Tools - Actionable tools and techniques to improve active listening, feedback, and negotiation skills.

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 Effective Communication and Coordination

- Module 1: The Communication Process and Key Principles (07:30 – 09:30)
- Overview of the communication process: sender, message, channel, receiver
- Identifying and overcoming barriers to effective communication
- Verbal and non-verbal communication skills: tone, body language, and active listening
- Module 2: Active Listening and Feedback Techniques (09:45 – 11:15)
- The importance of active listening in effective communication
- Techniques for improving listening skills and understanding others' perspectives
- Giving and receiving constructive feedback to enhance communication and teamwork
- Module 3: Coordination and Collaboration Skills (11:30 – 01:00)
- Techniques for improving coordination within teams and across departments
- Strategies for managing tasks, timelines, and resources in a collaborative setting
- Role of communication in achieving team alignment and shared goals

Day 2: Developing Interpersonal Skills and Conflict Management

- Module 1: Building Rapport and Trust in Professional Relationships (07:30 – 09:30)
- Developing interpersonal skills for building trust and rapport with colleagues
- Understanding and respecting cultural and personality differences
- Using empathy and emotional intelligence to strengthen workplace relationships
- Module 2: Conflict Resolution and Handling Difficult Conversations (09:45 – 11:15)
- Strategies for managing and resolving conflicts constructively
- Approaches for handling difficult or sensitive conversations with professionalism
- Negotiation skills for finding common ground and resolving disputes
- Module 3: Enhancing Leadership and Influence Through Communication (11:30 – 01:00)
- Using communication to inspire and influence others effectively
- Techniques for motivating teams and fostering a positive work environment
- Leading by example and promoting open communication across teams

Certification

Upon completing the training course, participants will receive a Certificate of Completion in Effective Communication, Coordination & Interpersonal Skills, validating their enhanced ability to communicate and coordinate effectively, manage interpersonal relationships, and handle conflicts in the workplace.

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