

ADVANCED COMMUNICATION AND INTERPERSONAL SKILLS

“Communicate with Clarity, Confidence, and Influence in Every Interaction.”

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

Effective communication is at the heart of professional and personal success. The ability to express ideas clearly, listen actively, and build strong interpersonal relationships is essential for teamwork, leadership, and customer engagement. The Advanced Communication and Interpersonal Skills course is designed to develop these critical competencies, enabling participants to communicate with confidence, emotional intelligence, and impact.

This highly interactive training explores advanced techniques in verbal and non-verbal communication, listening, persuasion, negotiation, and conflict resolution. Participants will also learn to adapt their communication style to diverse audiences and workplace situations. Through real-life scenarios, group exercises, and personalized feedback, the course enhances participants' ability to connect, influence, and collaborate effectively in any professional setting.

Objectives

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

- Understand the principles of effective communication and interpersonal dynamics.
- Develop advanced verbal, non-verbal, and written communication skills.
- Enhance emotional intelligence to manage relationships more effectively.
- Apply active listening and empathy to improve understanding and trust.
- Communicate assertively and handle difficult conversations with confidence.
- Manage and resolve workplace conflicts through positive dialogue.
- Strengthen teamwork, collaboration, and leadership through communication excellence.

Why Attend

Strong communication and interpersonal skills are vital for career advancement and leadership effectiveness. This course provides participants with practical tools to influence others, build stronger professional relationships, and foster collaboration across all organizational levels. Whether you are a manager, team leader, or individual contributor, mastering these skills will help you create positive workplace interactions and achieve professional growth.

Target Audience

This course is ideal for:

- Managers, Supervisors, and Team Leaders
- Customer Service Representatives and Frontline Staff
- HR Professionals and Trainers
- Project Managers and Coordinators
- Professionals aiming to enhance their communication and people skills
- Anyone seeking to improve confidence and relationship management at work

Individual Benefits

- Communicate clearly, confidently, and persuasively.
- Develop emotional intelligence and empathy in professional settings.
- Strengthen listening, negotiation, and feedback skills.
- Build trust and credibility in workplace relationships.
- Enhance personal image, confidence, and leadership presence.
- Learn strategies for managing conflicts and difficult interactions positively.

Organizational Benefits

- Improve team collaboration and employee engagement.
- Reduce miscommunication and workplace conflicts.
- Enhance customer relations through effective interaction.
- Foster a culture of openness, trust, and mutual respect.
- Strengthen internal and external communication standards.
- Boost productivity and morale through positive interpersonal dynamics.

Instructional Methodology

This training uses a highly engaging and experiential approach, including:

- Facilitator-led discussions and concept briefings
- Group activities and role-playing scenarios
- Real-world communication simulations
- Self-assessment tools and feedback sessions
- Case studies and interactive problem-solving exercises
- Reflective learning and personal action planning

Course Outline

- Module 1: Understanding Communication and Interpersonal Dynamics
- Module 2: Verbal and Non-Verbal Communication Mastery
- Module 3: The Power of Active Listening and Empathy
- Module 4: Building Confidence and Assertiveness
- Module 5: Emotional Intelligence and Relationship Management
- Module 6: Persuasion, Negotiation, and Influencing Techniques
- Module 7: Handling Difficult Conversations and Conflict Resolution
- Module 8: Communication in Teams and Cross-Cultural Environments
- Module 9: Delivering Feedback and Managing Expectations
- Module 10: Capstone Exercise – Real-Life Communication and Relationship Simulation

Certification

Upon successful completion, participants will receive a Certificate in Advanced Communication and Interpersonal Skills, recognizing their ability to communicate effectively, build meaningful professional relationships, and influence others with confidence and emotional intelligence.

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?

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