

COMMUNICATION AND RELATIONSHIP MANAGEMENT SKILLS

"Build Influence, Foster Trust, and Strengthen Professional Relationships Through Effective Communication."

Schedule

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

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

Introduction

Effective communication and relationship management are at the heart of every successful organization. In a dynamic and interconnected professional environment, the ability to communicate clearly, listen actively, and build meaningful relationships determines both personal and organizational success.

The Communication and Relationship Management Skills course is designed to help professionals enhance their interpersonal, verbal, and non-verbal communication abilities. Participants will learn practical strategies to handle workplace interactions, manage conflicts, develop emotional intelligence, and build lasting professional networks. Through interactive exercises and real-life simulations, this training empowers participants to become confident communicators and trusted relationship builders in their organizations.

Objectives

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

- Understand the principles and psychology of effective communication.
- Develop active listening and empathy-based communication techniques.
- Identify and overcome barriers to interpersonal communication.
- Build and maintain positive workplace relationships.
- Communicate assertively and handle conflicts constructively.
- Enhance emotional intelligence (EQ) for better teamwork and leadership.
- Improve non-verbal and cross-cultural communication skills.
- Apply communication strategies to strengthen organizational collaboration.

Why Attend

Strong communication and relationship skills are critical for professional growth and leadership success. This course helps you communicate with clarity, confidence, and emotional awareness, enabling you to influence others, resolve misunderstandings, and foster trust. Whether you manage teams, interact with clients, or collaborate across departments, these skills will enhance your impact and credibility in every professional setting.

Target Audience

This course is ideal for:

- Managers and Team Leaders
- Customer Service Representatives
- HR and Administrative Professionals
- Project Managers and Coordinators
- Sales and Marketing Executives
- Educators and Trainers
- Anyone seeking to improve communication and interpersonal effectiveness

Individual Benefits

- Gain confidence in professional and interpersonal communication.
- Learn techniques for managing difficult conversations and workplace conflicts.
- Strengthen emotional intelligence and empathy.
- Improve presentation and negotiation skills.
- Build stronger professional networks and relationships.
- Enhance leadership presence and teamwork abilities.

Organizational Benefits

- Foster a collaborative and respectful workplace culture.
- Improve teamwork, morale, and productivity through effective communication.
- Reduce conflicts and misunderstandings in professional interactions.
- Strengthen client and stakeholder relationships.
- Enhance leadership effectiveness and employee engagement.
- Promote open communication and trust within teams.

Instructional Methodology

This training program follows an interactive, experiential learning approach through:

- Role plays and communication simulations
- Group discussions and teamwork exercises
- Case studies of real-life workplace scenarios
- Self-assessment and personality profiling
- Audio-visual demonstrations and feedback sessions
- Practical communication and relationship-building exercises

Course Outline

Module 1: Understanding the Fundamentals of Communication

Module 2: Verbal, Non-Verbal, and Written Communication Techniques

Module 3: Barriers to Communication and How to Overcome Them

Module 4: Active Listening and Empathy Development

Module 5: Building Positive Workplace Relationships

Module 6: Conflict Resolution and Assertive Communication

Module 7: Emotional Intelligence and Interpersonal Sensitivity

Module 8: Cross-Cultural and Digital Communication Skills

Module 9: Influencing and Negotiation Skills

Module 10: Capstone Workshop – Applying Communication Skills in Real Scenarios

Certification

Upon successful completion, participants will receive a Certificate in Communication and Relationship Management Skills, recognizing their ability to communicate effectively, build professional relationships, and contribute to a collaborative workplace environment.

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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