

INTERPERSONAL COMMUNICATION SKILLS

“Enhance Your Ability to Connect, Collaborate, and Communicate Effectively.”

Schedule

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

Introduction

Effective interpersonal communication is vital for building strong professional relationships, resolving conflicts, and achieving organizational goals. This course focuses on developing the skills needed to communicate clearly, listen actively, and interact confidently with colleagues, clients, and stakeholders.

Participants will explore the dynamics of verbal and non-verbal communication, understand communication barriers, and learn practical techniques to foster clarity, empathy, and influence. Through interactive exercises, role-plays, and real-life scenarios, attendees will gain hands-on experience in improving communication effectiveness in the workplace.

Objectives

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

- Understand the fundamentals of interpersonal communication and its impact.
- Enhance active listening and questioning techniques.
- Improve verbal and non-verbal communication skills.
- Build rapport and trust with colleagues and stakeholders.
- Manage conflicts and difficult conversations effectively.
- Communicate assertively while maintaining professionalism and empathy.
- Adapt communication style to different audiences and situations.
- Strengthen collaboration and teamwork through effective communication.

Why Attend

Strong interpersonal communication skills are essential for career growth, leadership effectiveness, and team success. This course provides participants with practical tools and techniques to enhance workplace relationships, reduce misunderstandings, and influence outcomes positively.

Target Audience

This course is suitable for:

- Managers, Team Leaders, and Supervisors
- Individual Contributors and Professionals
- Customer Service and Client-Facing Staff
- HR and OD Professionals
- Anyone looking to enhance workplace communication and relationships

Individual Benefits

- Gain confidence in communicating clearly and effectively.
- Improve listening, empathy, and interpersonal skills.
- Learn techniques for managing difficult conversations and conflicts.
- Enhance professional relationships and teamwork.
- Increase personal influence and credibility.
- Develop adaptability in communicating with diverse audiences.
- Build skills to foster collaboration, trust, and engagement.

Organizational Benefits

- Reduce communication barriers and misunderstandings.
- Improve collaboration and teamwork across departments.
- Enhance leadership effectiveness and employee engagement.
- Foster a positive and productive workplace culture.
- Strengthen client, stakeholder, and team relationships.
- Support organizational performance through effective communication.
- Promote conflict resolution and proactive problem-solving.

Instructional Methodology

The training uses an interactive and experiential approach through:

- Role-playing and scenario-based exercises
- Group discussions and collaborative activities
- Case studies of workplace communication challenges
- Workshops on active listening, questioning, and assertiveness
- Self-assessment and reflection exercises
- Facilitator-led guidance with continuous feedback and Q&A sessions

Course Outline

- Module 1: Fundamentals of Interpersonal Communication
- Module 2: Active Listening and Questioning Techniques
- Module 3: Verbal and Non-Verbal Communication Skills
- Module 4: Building Rapport and Trust in Professional Relationships
- Module 5: Assertiveness and Effective Expression
- Module 6: Managing Conflicts and Difficult Conversations
- Module 7: Communication Styles and Adaptability
- Module 8: Enhancing Team Collaboration Through Communication
- Module 9: Influencing and Persuading Others Effectively
- Module 10: Capstone Activity - Developing a Personal Communication Improvement Plan

Certification

Upon successful completion, participants will receive a Certificate in Interpersonal Communication Skills, recognizing their ability to communicate effectively, build professional relationships, and enhance workplace collaboration.

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.