

MASTERING PERSONAL AND INTERPERSONAL SKILLS

"Enhance Self-Awareness, Communication, and Relationship Skills for Personal and Professional Excellence."

Schedule

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

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

Introduction

Personal and interpersonal skills are essential for effective communication, collaboration, and professional success. Individuals with strong self-awareness, emotional intelligence, and relational skills can influence outcomes positively, resolve conflicts, and build meaningful relationships in the workplace.

The Mastering Personal and Interpersonal Skills course equips participants with practical techniques to enhance self-management, emotional intelligence, communication, and relationship-building capabilities. Through interactive exercises, self-assessment, and real-world scenarios, participants will learn to strengthen personal effectiveness while fostering productive interactions with colleagues, clients, and stakeholders.

Objectives

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

- Develop self-awareness and emotional intelligence for personal growth.
- Improve verbal, non-verbal, and written communication skills.
- Build and maintain positive interpersonal relationships.
- Manage conflicts and challenging situations effectively.
- Enhance teamwork, collaboration, and influence in professional settings.
- Apply problem-solving and decision-making skills in interpersonal contexts.
- Manage stress, adapt to change, and maintain professionalism.
- Demonstrate personal accountability and proactive behavior in the workplace.

Why Attend

Strong personal and interpersonal skills are key differentiators in career success and organizational effectiveness. This course provides participants with actionable tools to enhance self-management, communicate effectively, and build positive relationships, ultimately improving professional performance and workplace harmony.

Target Audience

This course is suitable for:

- Professionals at all levels seeking personal and interpersonal development
- Team Leaders, Supervisors, and Managers
- HR and Administrative Professionals
- Customer-Facing Staff and Service Providers
- Anyone looking to enhance communication, collaboration, and relationship-building skills

Individual Benefits

- Gain self-awareness and emotional intelligence for personal growth.
- Improve communication, persuasion, and relationship skills.
- Enhance problem-solving, conflict resolution, and decision-making capabilities.
- Build confidence in professional interactions and teamwork.
- Increase personal effectiveness and workplace influence.
- Strengthen resilience, adaptability, and stress management skills.

Organizational Benefits

- Improve team collaboration, communication, and cohesion.
- Reduce workplace conflicts and enhance employee engagement.
- Strengthen leadership and influence across organizational levels.
- Foster a positive, productive, and professional work environment.
- Enhance overall organizational performance through better interpersonal dynamics.
- Support talent development and succession planning initiatives.

Instructional Methodology

The course employs a practical, interactive approach through:

- Facilitator-led discussions on personal and interpersonal skills
- Self-assessment exercises for self-awareness and emotional intelligence
- Role-playing and simulations to practice communication and conflict resolution
- Group exercises to enhance collaboration, influence, and teamwork
- Case studies and real-world scenarios to apply learned concepts
- Continuous feedback, Q&A sessions, and reflective learning exercises

Course Outline

- Module 1: Introduction to Personal and Interpersonal Skills
- Module 2: Self-Awareness and Emotional Intelligence
- Module 3: Effective Communication – Verbal, Non-Verbal, and Written
- Module 4: Building Positive Relationships and Networking
- Module 5: Conflict Management and Problem-Solving
- Module 6: Teamwork, Collaboration, and Influence
- Module 7: Stress Management, Adaptability, and Resilience
- Module 8: Professionalism, Accountability, and Personal Growth
- Module 9: Case Studies and Real-World Application
- Module 10: Capstone Project – Personal and Interpersonal Development Action Plan

Certification

Upon successful completion, participants will receive a Certificate in Mastering Personal and Interpersonal Skills, recognizing their expertise in self-management, communication, and relationship-building for professional and personal success.

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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