

INTERPERSONAL AND COMMUNICATION SKILLS

“Building Confidence, Influence, and Impact Through Effective Communication”

Schedule

Date	Venue	Fees (Face-to-Face)
10 - 14 Aug 2026	Barcelona, Spain	USD 3,495 per delegate

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

Introduction

Effective interpersonal and communication skills are essential for professional success in today’s collaborative and fast-paced work environments. The ability to communicate clearly, listen actively, and build positive relationships directly impacts teamwork, leadership effectiveness, and organizational performance.

This intensive 5-day training is designed to enhance participants’ communication competence across a wide range of professional situations. Through practical exercises, real-world scenarios, and interactive discussions, participants will develop the confidence and skills required to communicate with clarity, influence others positively, and manage interpersonal interactions effectively.

Objectives

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

- Communicate ideas clearly and confidently
- Build strong interpersonal relationships at work
- Apply active listening and questioning techniques
- Adapt communication styles to different audiences
- Handle difficult conversations professionally
- Improve collaboration and teamwork
- Strengthen professional presence and credibility

Why Attend

- Improve your professional communication effectiveness
- Enhance teamwork and collaboration skills
- Build confidence in meetings, presentations, and discussions
- Manage conflicts and difficult conversations constructively
- Increase influence and interpersonal impact
- Support career growth and leadership development

Target Audience

This program is designed for:

- Professionals at all levels
- Team leaders and supervisors
- Managers and executives
- Customer-facing and client service professionals
- Anyone seeking to improve communication effectiveness

Individual Benefits

Key competencies that will be developed include:

- Strong verbal and non-verbal communication skills
- Improved emotional intelligence and self-awareness
- Enhanced listening and empathy
- Greater confidence in professional interactions
- Ability to communicate with influence and clarity

Organizational Benefits

Upon completing the training course, participants will demonstrate:

- Improved teamwork and collaboration
- Reduced workplace misunderstandings and conflicts
- Enhanced employee engagement and morale
- Stronger leadership communication
- Increased productivity and effectiveness

Instructional Methodology

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

- Strategy Briefings – Communication principles and interpersonal dynamics
- Role Plays – Realistic workplace communication scenarios
- Workshops – Practical exercises to develop communication skills
- Peer Exchange – Group discussions and feedback sessions
- Tools – Communication models, assessment tools, and action plans

Course Outline

Detailed 5-Day 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 Interpersonal Communication

- Communication process and barriers
- Self-awareness and communication styles
- Verbal and non-verbal communication

Day 2: Active Listening & Emotional Intelligence

- Active listening techniques
- Questioning and feedback skills
- Emotional intelligence in communication

Day 3: Assertive Communication & Influence

- Assertiveness vs aggression
- Communicating with confidence
- Influencing without authority

Day 4: Managing Difficult Conversations & Conflict

- Conflict sources and resolution strategies
- Handling objections and resistance
- Giving and receiving constructive feedback

Day 5: Professional Presence & Workplace Communication

- Communication in meetings and presentations
- Cross-cultural communication
- Personal action planning and skill integration

Certification

Participants will receive a Certificate of Completion in Interpersonal and Communication Skills, validating their ability to communicate effectively, build professional relationships, and contribute positively to organizational performance.

Why Choose MAWA Events

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