



HM258: Developing Effective Interpersonal & Communication Skills

Training Description:

This Developing Effective Interpersonal & Communication Skills training course is designed to equip participants with practical and theoretical knowledge to enhance interpersonal and communication effectiveness in professional and personal environments. Communication is a cornerstone of collaboration, leadership and relationship building. Poor communication can lead to misunderstandings, conflict, reduced productivity and missed opportunities, while strong interpersonal skills foster trust, engagement and teamwork.

This intensive training course provides a structured approach to understanding human behavior, communication principles, emotional intelligence and conflict resolution techniques. Participants will explore verbal and non-verbal communication, active listening, persuasive communication, negotiation and feedback delivery. Through interactive exercises, role-plays, case studies and practical workshops, participants will apply these concepts to real-world situations.

By the end of this training course, participants will be able to communicate clearly, build stronger professional relationships, manage interpersonal challenges effectively and create a collaborative environment that drives personal and organizational success.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand the fundamentals of interpersonal communication and human behavior
- ✓ Enhance verbal and non-verbal communication skills
- ✓ Develop active listening and empathy skills
- ✓ Build emotional intelligence and self-awareness
- ✓ Resolve conflicts and manage difficult conversations
- ✓ Deliver constructive feedback effectively
- ✓ Strengthen persuasive communication and negotiation abilities
- ✓ Improve teamwork and collaboration skills
- ✓ Adapt communication style to different audiences and situations
- ✓ Apply communication strategies to enhance leadership and professional presence

Training Designed for:

This training course is intended for team leaders and project managers who need to communicate goals clearly, motivate team members and resolve workplace conflicts effectively. It is ideal for HR managers, recruiters and corporate trainers who frequently interact with employees and need strong interpersonal skills to guide, coach and develop talent. Customer service representatives, account managers and sales executives will benefit from enhanced listening, persuasion and feedback skills to strengthen client relationships and achieve better outcomes.

Training Requirement:

“Hands on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client's learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

FOUNDATIONS OF INTERPERSONAL COMMUNICATION

❖ Understanding Communication and Human Behavior

- Overview of interpersonal communication principles
- The communication process: sender, message, receiver and feedback
- Barriers to effective communication and strategies to overcome them
- Verbal vs. non-verbal communication: body language, tone, gestures
- Understanding personality types and communication preferences
- Workshop: Self-assessment of communication style and strengths

DAY TWO:

ACTIVE LISTENING AND EMPATHY

❖ Enhancing Understanding and Connection

- Importance of listening in building trust and rapport
- Techniques for active listening and reflective responses
- Recognizing emotions and responding empathetically
- Understanding and managing assumptions and biases
- **Workshop:** Role-play exercises for active listening and empathy
- **Case study:** Improving team communication through empathy

DAY THREE:

CONFLICT RESOLUTION AND DIFFICULT CONVERSATIONS

❖ Managing Interpersonal Challenges Effectively

- Sources of conflict in professional and personal settings
- Conflict resolution strategies and negotiation principles
- Techniques for managing difficult conversations with tact
- Maintaining professionalism under stress
- **Workshop:** Handling workplace conflicts through structured scenarios
- **Case study:** Resolving disputes in collaborative teams

DAY FOUR:

FEEDBACK AND PERSUASIVE COMMUNICATION

❖ Strengthening Influence and Constructive Feedback

- Principles of giving and receiving feedback effectively
- Structuring feedback for motivation and improvement
- Persuasive communication and influencing skills
- Techniques for negotiation and achieving win-win outcomes
- **Workshop:** Practicing feedback and persuasive communication
- **Exercise:** Negotiation and influence simulation

DAY FIVE:

COLLABORATION, LEADERSHIP, AND PROFESSIONAL PRESENCE

- ❖ **Applying Communication Skills for Impact**
 - Building collaborative relationships across teams
 - Communication strategies for effective leadership
 - Adapting communication style to different audiences
 - Enhancing professional presence and credibility
 - **Workshop:** Team-based problem solving and collaborative exercises
 - **Final presentation:** Integrative case study applying all communication skills learned
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

TBA as per the course location - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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