



TM434: Interpersonal Communication & Confidence Building

Training Description:

The **Innovation & Sustainability in Power & Water Sectors** training program is a comprehensive five-day course designed to equip professionals with the knowledge and practical skills required to drive innovation while achieving sustainability goals across the power generation, transmission, distribution, desalination and water utility sectors. As the global energy and water industries transition toward low-carbon operations, digital transformation, resource efficiency and circular economy practices, organizations must embrace innovative technologies and sustainable business strategies to remain competitive and compliant with evolving regulatory requirements.

This training course explores emerging trends, technological innovations, renewable energy integration, smart grids, digital water management, artificial intelligence, IoT applications, carbon reduction strategies, ESG frameworks, climate resilience and sustainable infrastructure development. Participants will gain practical insights into implementing innovative solutions that improve operational efficiency, reduce environmental impacts, optimize resource utilization and support long-term organizational sustainability.

The training course combines international best practices, real-world case studies, group discussions and practical workshops to help participants develop actionable strategies applicable to their organizations.

Training Objectives:

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

- ✓ Understand the principles of effective interpersonal communication
- ✓ Build stronger professional relationships through trust and rapport
- ✓ Improve active listening and questioning techniques
- ✓ Communicate confidently with colleagues, supervisors, customers and stakeholders
- ✓ Develop assertiveness while maintaining professionalism
- ✓ Increase self-confidence and overcome communication anxiety
- ✓ Manage difficult conversations and workplace conflicts effectively
- ✓ Enhance emotional intelligence in daily interactions
- ✓ Deliver ideas, opinions, and presentations with confidence
- ✓ Create a personal action plan for continuous communication and confidence development

Training Designed for:

This training course is intended for Managers and Supervisors Team Leaders, Engineers and Technical Professionals, Administrative Professionals, HR Personnel, Customer Service Representatives, Sales and Marketing Professionals, Finance and Procurement Staff, Project Coordinators, Government Officials, Professionals who regularly interact with internal and external stakeholders and Individuals seeking to improve confidence, communication and relationship-building skills.

Training Requirement:

“Hand’s 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 EFFECTIVE INTERPERSONAL COMMUNICATION

- ❖ **Module 1: Understanding Communication**
 - Communication process
 - Verbal and non-verbal communication
 - Barriers to communication
 - Communication styles
 - Building communication awareness
- ❖ **Module 2: Self-Awareness in Communication**
 - Personality and communication preferences
 - Identifying personal communication habits
 - Understanding first impressions
 - Developing positive communication behaviors
- ❖ **Module 3: Active Listening Skills**
 - Listening versus hearing
 - Levels of listening
 - Empathetic listening
 - Asking effective questions
 - Eliminating distractions
- ❖ **Practical Exercises:**
 - Communication style assessment
 - Listening exercises
 - Pair communication practice
 - Feedback sessions

DAY TWO:

BUILDING CONFIDENCE AND ASSERTIVE COMMUNICATION

- ❖ **Module 1: Understanding Self-Confidence**
 - Sources of confidence
 - Limiting beliefs
 - Growth mindset
 - Self-esteem versus confidence
 - Confidence-building techniques
- ❖ **Module 2: Assertive Communication**
 - Passive, aggressive, passive-aggressive and assertive behaviors
 - Speaking with confidence
 - Saying "No" professionally
 - Expressing opinions respectfully
 - Giving constructive feedback
- ❖ **Module 3: Body Language and Executive Presence**
 - Confident posture
 - Eye contact
 - Facial expressions

- Voice projection
- Professional appearance
- ❖ **Practical Exercises:**
 - Confidence-building activities
 - Assertiveness role plays
 - Body language practice
 - Positive self-talk exercises

DAY THREE:

EMOTIONAL INTELLIGENCE AND RELATIONSHIP BUILDING

- ❖ **Module 1: Emotional Intelligence Fundamentals**
 - Self-awareness
 - Self-management
 - Social awareness
 - Relationship management
- ❖ **Module 2: Building Trust and Rapport**
 - Establishing credibility
 - Developing mutual respect
 - Understanding personality differences
 - Cross-cultural communication
 - Building professional relationships
- ❖ **Module 3: Influencing Others Positively**
 - Persuasion techniques
 - Building cooperation
 - Negotiation basics
 - Managing workplace expectations
- ❖ **Practical Exercises:**
 - Emotional intelligence assessment
 - Trust-building activities
 - Team collaboration exercises
 - Relationship mapping

DAY FOUR:

MANAGING DIFFICULT CONVERSATIONS AND WORKPLACE CONFLICT

- ❖ **Module 1: Understanding Workplace Conflict**
 - Sources of conflict
 - Conflict styles
 - Communication during conflict
 - Preventing misunderstandings
- ❖ **Module 2: Difficult Conversations**
 - Preparing for challenging discussions
 - Giving difficult feedback
 - Receiving criticism positively
 - Managing emotional reactions
 - De-escalation techniques
- ❖ **Module 3: Collaborative Problem Solving**
 - Interest-based communication

- Finding common ground
- Negotiation strategies
- Win-win solutions
- Maintaining relationships after conflict
- ❖ **Practical Exercises:**
 - Conflict resolution simulations
 - Difficult conversation role plays
 - Group case studies
 - Mediation exercises

DAY FIVE:

INFLUENTIAL COMMUNICATION AND PERSONAL DEVELOPMENT

- ❖ **Module 1: Influential Communication**
 - Persuasive communication principles
 - Storytelling techniques
 - Inspiring confidence in others
 - Communicating with impact
 - Executive communication
- ❖ **Module 2: Presentation Confidence**
 - Managing presentation anxiety
 - Organizing key messages
 - Audience engagement
 - Handling questions confidently
 - Delivering professional presentations
- ❖ **Module 3: Personal Communication Development Plan**
 - Identifying strengths and improvement areas
 - Creating communication goals
 - Building long-term confidence habits
 - Maintaining continuous improvement
 - Individual action planning
- ❖ **Practical Exercises:**
 - Individual presentations
 - Peer feedback
 - Confidence coaching
 - Personal development planning
- ❖ 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:

USD\$ TBA - 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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