



Consulting and Training | Reach New Heights

**Course Name**

# Interpersonal Communication Skills

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**Sector Name**

Interpersonal Skills and Self Development

**Document Type**

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## Interpersonal Communication Skills

### Course Introduction

Interpersonal Communication is the process by which people exchange information through verbal & nonverbal messages. Interpersonal skills also include: the ability to listen and understand, problem solving skill, decision making and personal stress management. Organizational success depends upon the ability of team members to communicate with each other using multiple means and channels. Our interactions with others will determine how we are perceived, and each of these interactions is an opportunity to accomplish our planned purpose. Communicating effectively is one of the most powerful skills for achieving objectives, whether on a personal or an organizational level.

### The communication skills

This training course will help you develop the skills you need to focus on your purpose, profile your audience, and develop your message with clarity for an ideal impact and outcome. The ability to create an environment for open discussion and ongoing dialogue is crucial for communication success. The communication skills covered in this training course will help increase your ability to become better at active listening, receive and give effective feedback, deal with different and diverse cultures, and manage

conflicts in order to improve the quality of relationships and productivity.

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## Interpersonal Communication Skills

### Target Audience

- ✓ Team Leaders and Managers
- ✓ Customer Service Representatives
- ✓ HR Professionals
- ✓ Project Managers
- ✓ Sales and Marketing Professionals
- ✓ Administrative Staff
- ✓ Employees in Multicultural Workplaces
- ✓ Individuals Seeking Personal Development

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## Interpersonal Communication Skills

### Learning Objectives

- ✓ Set clear guidelines for effective communication.
- ✓ Understand the role of good interpersonal skills in the multicultural workplace.
- ✓ Learn the different behavioural styles and learn to modify your behaviour to achieve the best results.
- ✓ Know how to stay present 'in the moment', 'listen for intent', and influence your listener positively.
- ✓ Communicate effectively when the stakes are high, and you need to neutralise arguments effectively.
- ✓ Understand how to give and receive constructive feedback as a way to build better relationships
- ✓ Create individual action plans for ongoing personal development.

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## Interpersonal Communication Skills

### Course Outline

#### ✓ 01 Day One

##### **Introduction**

- ✓ Interpersonal Communication and It's importance
- ✓ Principles of Interpersonal Communication.
- ✓ Interpersonal Communication Skills:
  - ✓ Listening Skills
  - ✓ Communication Skills
  - ✓ Verbal Communication
  - ✓ Assertiveness
  - ✓ Non-Verbal Communication
- ✓ Elements of Interpersonal Communication Skills

##### **Gateways Of Effective Interpersonal Communication**

- ✓ Transparency
- ✓ Multiple Channels to interact
- ✓ Clarity in Communication
- ✓ Feedback
- ✓ Interpersonal Communication Skills Model
- ✓ How to develop good Interpersonal Skills?
- ✓ Where can miscommunication occur?
- ✓ Barriers to effective communication
- ✓ Overcoming communication barriers

✓ The communication funnel

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## Interpersonal Communication Skills

### Course Outline

#### ✓ 02 Day Two

##### **Communication Across Cultures**

- ✓ Improving cross-cultural communication: guidelines
- ✓ 'DiSC' personal development profile
- ✓ Stages of team development
- ✓ The arts of persuasion
- ✓ Areas for growing your sphere of influence
- ✓ Communicating within multi-cultural teams
- ✓ Stages of team growth
- ✓ Universal laws of persuasion: process

##### **Active Listening**

- ✓ Hearing versus listening
- ✓ Active versus passive listening
- ✓ Tips to improve active listening skills
- ✓ 3 aspects of active listening
- ✓ Active listening skills inventory
- ✓ Using different questioning techniques
- ✓ Closed and open questions
- ✓ Probing types of questions
- ✓ Pitfalls of leading questions

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## Interpersonal Communication Skills

### Course Outline

#### ✓ 03 Day Three

##### **Communication Behaviour And Conflict Management**

- ✓ Assertive, passive, and aggressive behaviors
- ✓ Verbal and non-verbal components of communication behaviors
- ✓ Conflict management
- ✓ Types of conflicts
- ✓ Sources of conflicts
- ✓ Conflict management styles
- ✓ Essential conflict management skills
- ✓ Learning to say 'no.'
- ✓ Guidelines for applying 'no.'
- ✓ Constructive Feedback and Criticism
- ✓ The value of feedback
- ✓ Positive versus negative feedback
- ✓ Giving constructive criticism
- ✓ Receiving criticism

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## Interpersonal Communication Skills

### Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 21, 2026	June 23, 2026	3 days	3250.00 \$	KSA , Riyadh
Aug. 17, 2026	Aug. 19, 2026	3 days	3250.00 \$	UAE , Dubai
April 5, 2027	April 7, 2027	3 days	3250.00 \$	UAE , Dubai
Oct. 12, 2026	Oct. 14, 2026	3 days	4950.00 \$	switzerland , Geneva

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