



Consulting and Training | Reach New Heights

Course Name

Developing Effective Interpersonal & Communication Skills

Sector Name

Interpersonal Skills and Self Development

Document Type

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Developing Effective Interpersonal & Communication Skills

Course Introduction

Surveys conducted both overseas and in the Gulf region have shown that managers spend on average about **75%** of their time in one-to-one verbal communication, i.e., face-to-face, or on the telephone.

Therefore, effective interpersonal skills are essential tools for today's modern manager. In the multicultural work environments of the Gulf, good interpersonal skills and cultural sensitivity are essential elements for successful managers and highly productive employees. It is only now that many organizations are realizing that 'people are their greatest asset'. Being able to deal effectively with people from different cultures and backgrounds is vital for success in today's competitive global business environment.

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Developing Effective Interpersonal & Communication Skills

Target Audience

- ✓ Team Leaders and Managers
- ✓ Human Resources Professionals
- ✓ Customer Service Representatives
- ✓ Sales Professionals
- ✓ Project Managers
- ✓ Training and Development Specialists
- ✓ Consultants
- ✓ Educators and Trainers
- ✓ Health and Social Care Professionals
- ✓ Anyone Interested in Personal Development

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Learning Objectives

- ✓ Increased self-awareness of different behavioural styles
- ✓ Understanding how to adapt your style to interact effectively with others
- ✓ An understanding of communication errors and how to prevent them
- ✓ The ability to develop positive interpersonal relationships through effective

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Course Outline

✓ 01 Day One

What Is Effective Communication?

Factors Affecting Communication

- ✓ How Messages Flow
- ✓ Barriers To Communication & How To Overcome Them

The Dynamics of Face-To-Face Communication

- ✓ Body Language - 'The Hidden Communicator'
- ✓ Tone Of Voice
- ✓ The Power of Language In Communication

Ensuring Effective Two-Way Communication

- ✓ Developing Good Listening Skills
- ✓ Asking The Right Questions
- ✓ Transmitting Your Message Accurately



Cultural Diversity

- ✓ The Effectiveness of Good Written Communication

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Course Outline

✓ 02 Day Two

Understanding Different Perspectives & Viewpoints

Communication Styles & The Appropriate Use Of Them

- ✓ The Differences Between Aggressive, Assertive, & Passive Behaviour
- ✓ Assertiveness Techniques

Behaviour Style Analysis: Amiable, Expressive, Analyst, Driver

- ✓ Knowing Your Style
- ✓ Understanding Others' Styles
- ✓ Adapting Styles To Interact Better With Others

Building The Best Relationships By Making Use Of Powerful Communication

Techniques.

The Johari Window

- ✓ Know Yourself

- ✓ Know How To Build Relationships With Others
- ✓ Use Feedback Techniques To Develop Better Relationships

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Course Outline

✓ **03 Day Three**

Use Of Emotions As A Source Of Valuable Information: Effectively Communicating Under Pressure & When The Stakes Are High

Effectively Managing Conflict In The Workplace Teamwork

- ✓ Being A Team Player - The Impact Of Your Interpersonal Relationships
- ✓ The Stages Of Group Development
- ✓ Good Communication And Effective Teamwork
- ✓ Ways To Build Trust

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
March 15, 2027	March 17, 2027	3 days	3250.00 \$	UAE , Abu Dhabi
Sept. 7, 2026	Sept. 9, 2026	3 days	3950.00 \$	Netherlands , Amsterdam
Nov. 23, 2026	Nov. 25, 2026	3 days	3250.00 \$	UAE , Dubai
April 25, 2027	April 27, 2027	3 days	3250.00 \$	KSA , Riyadh

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