



Consulting and Training | Reach New Heights

Course Name

Communication and Interpersonal Skills

Sector Name

Interpersonal Skills and Self Development

Document Type

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Communication and Interpersonal Skills

Course Introduction

Effective communication and strong interpersonal skills are essential for building positive workplace relationships, enhancing teamwork, and improving overall performance. How professionals communicate, listen, and interact with others directly affects collaboration, trust, and productivity.

Developed by **Boost**, this course is designed to strengthen both communication and interpersonal capabilities for professionals at the entry to mid-level. The program focuses on self-awareness, communication styles, emotional intelligence, and practical interaction skills needed to work effectively with colleagues, managers, and stakeholders.

Through interactive activities, real workplace scenarios, and guided practice, **Boost's Communication and Interpersonal Skills course** helps participants communicate with clarity, empathy, and confidence while building constructive professional relationships.

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Communication and Interpersonal Skills

Target Audience

- ✓ Entry-level and mid-level professionals
- ✓ Team members and junior supervisors
- ✓ Administrative and support staff
- ✓ Employees working in collaborative or customer-facing roles
- ✓ Professionals seeking to improve workplace communication and relationships

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Learning Objectives

- ✓ Understand the fundamentals of effective communication and interpersonal interaction
- ✓ Communicate clearly and confidently in professional settings
- ✓ Improve listening, empathy, and relationship-building skills
- ✓ Adapt communication styles to different personalities and situations
- ✓ Manage workplace interactions professionally and respectfully
- ✓ Strengthening teamwork and collaboration through effective communication

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Communication and Interpersonal Skills

Course Outline

✓ DAY 01

Foundations of Communication and Interpersonal Skills

Module 1: Understanding Communication

- ✓ What communication is and why it matters in the workplace
- ✓ Elements of the communication process
- ✓ Common communication barriers and how to overcome them

Module 2: Self-Awareness and Communication Styles

- ✓ Understanding personal communication styles
- ✓ Strengths and challenges of different styles
- ✓ Adapting communication to workplace contexts

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Course Outline

✓ Day 02

Listening, Empathy, and Understanding Others

Module 3: Active Listening Skills

- ✓ Listening for understanding
- ✓ Asking effective questions
- ✓ Avoiding assumptions and misinterpretation

Module 4: Empathy and Emotional Awareness

- ✓ Understanding emotions in workplace interactions
- ✓ Showing empathy professionally
- ✓ Managing emotional reactions

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Course Outline

✓ Day 03

Interpersonal Skills and Relationship Building

Module 5: Building Positive Workplace Relationships

- ✓ Trust and credibility in professional interactions
- ✓ Respectful communication and cooperation
- ✓ Managing differences constructively

Module 6: Team Communication and Collaboration

- ✓ Communicating within teams
- ✓ Sharing ideas and giving input effectively
- ✓ Supporting teamwork and cooperation

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Course Outline

✓ Day 04

Managing Workplace Interactions and Challenges

Module 7: Giving and Receiving Feedback

- ✓ Providing constructive feedback
- ✓ Receiving feedback professionally
- ✓ Using feedback for improvement

Module 8: Handling Difficult Conversations

- ✓ Managing disagreements and misunderstandings
- ✓ Communicating assertively, not aggressively
- ✓ Maintaining professionalism under pressure

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Course Outline

✓ Day 05

Improving Communication Effectiveness

Module 9: Communication in Diverse Work Environments

- ✓ Communicating with different personalities and backgrounds
- ✓ Cultural awareness in workplace interactions
- ✓ Inclusive communication practices

Module 10: Personal Interpersonal Development Plan

- ✓ Identifying communication strengths and improvement areas
- ✓ Applying course skills to daily work situations
- ✓ Creating a practical action plan for continuous improvement

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Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Feb. 1, 2027	Feb. 5, 2027	5 days	4250.00 \$	UAE , Abu Dhabi
April 27, 2026	May 1, 2026	5 days	4250.00 \$	UAE , Dubai
July 6, 2026	July 10, 2026	5 days	2150.00 \$	Virtual , Online
Oct. 26, 2026	Oct. 30, 2026	5 days	4950.00 \$	England , London

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info@boostuae.com info@boostorg.com

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