MERCURY

Interpersonal Skills Training Course

22 – 26 March 2027
Amsterdam (Netherlands)



Dubai - UAE: +971 4 450 5697
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Ref: 15154_284226 **Date:** 22 – 26 March 2027 **Location:** Amsterdam (Netherlands) **Fees:** 5600 Euro

Introduction:

Organizational success depends upon team members' ability to communicate using multiple means and channels. Our interactions with others determine how we are perceived. Therefore, each interaction is an opportunity to accomplish a planned purpose. Communicating is one of the most powerful skills for achieving objectives, be they personal or organizational.

This interpersonal skills training course will help you develop the skills to focus on your purpose, profile your audience, and build your message for an ideal impact and outcome. Creating an environment for open discussion and ongoing dialogue is crucial for communication success.

The interpersonal skills training for employees is designed to address these facets intensively, helping participants bolster their interpersonal communication abilities and understand why these abilities are integral to professional success.

This comprehensive interpersonal skills training course engenders the opportunity to achieve an interpersonal skills certificate, validating professional development in areas such as interpersonal skills for leadership, communication, and teamwork.

This course goes beyond just understanding interpersonal skills. It aims to enhance interpersonal skills across various aspects, including interpersonal skills in management, teamwork, and effective communication tactics, making it an invaluable training for HR interpersonal skills.

Managers looking to improve the synergy within their teams and employees aiming to excel in their work environment will find this course particularly beneficial. The advantages and benefits of interpersonal skills acquired through this course are instrumental in fostering a collaborative and efficient workplace.

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Targeted Groups:

- New Hires.
- Team Leaders.
- Managers and Supervisors.
- Customer Service Representatives.
- Sales Professionals.
- Remote Workers.
- Healthcare Professionals.
- Educators and Trainers.
- Project Managers.
- Human Resources Personnel.
- Administrative Staff.
- Technical Support Staff.
- Hospitality Staff.
- Retail Employees.
- Entrepreneurs and Small Business Owners.

Course Objectives:

At the end of the interpersonal skills training course, participants will be able to:

- Apply the skills necessary to communicate effectively.
- Demonstrate their ability to communicate across cultures.
- Employ techniques for listening actively and empathically.
- Manage interpersonal conflict.
- Handle feedback and criticism constructively.

Targeted Competencies:

By the end of the interpersonal skills training course, participants competencies will:

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- Active Listening.
- Verbal Communication.
- Non-Verbal Communication.
- Empathy.
- Conflict Resolution.
- Team Collaboration.
- Networking.
- Emotional Intelligence.
- Negotiation Skills.
- Adaptability.
- Assertiveness.
- Relationship Building.
- Cultural Sensitivity.
- Feedback Giving and Receiving.
- Influencing Skills.

Course Content:

Unit 1: Increase Your Self-Awareness:

- Remove or Limit Self-Deception.
- Ask for Feedback.
- Be Open to Change.
- Reflect on Your Actions.
- Case Study.

Unit 2: The Keys to Empathy:

- Listen and Pay Attention.
- Don't Judge.
- Shift Your View.
- Don't Show Fake Emotions.
- Case Study.

Unit 3: Active Listening:

- Attunement.
- Don't Jump to Conclusions.
- Shift your Focus.
- Don't Discount Feelings.
- Case Study.

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Unit 4: Insight into Behavior:

- Perception.
- Facts vs. Emotion.
- Online Communication.
- Listen and Watch More.
- Case Study.

Unit 5: Interpersonal Communication:

- Give Respect and Trust.
- Be Consistent.
- Always Keep Your Cool.
- Observing Body Language.
- Case Study.

Unit 6: Social Cues:

- Recognize Social Situations.
- The Eyes Have It.
- Non-Verbal Cues.
- Verbal Cues.
- Case Study.
- Spectrum of Cues.
- Review and Reflect.
- Being Adaptable and Flexible.
- Personal Space.
- Case Study.

Unit 7: Conversation Skills:

- Current Events.
- Conversation Topics.
- Cues to Watch For.
- Give People Your Attention.
- Case Study.

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Unit 8: Body Language:

- Be Aware of Your Movements.
- It's Not What You Say; It's How You Say It.
- Open Vs. Closed Body Language.
- Communicate with Power.
- Case Study.

Unit 9: Building Rapport:

- Take the High Road.
- Forget About Yourself.
- Remember People.
- Ask Good Questions.
- Case Study.

Unit 10: Teamwork Definitions and Personal Styles:

- Myths about teamwork.
- 21st-century teamwork definitions.
- The concept of synergy.
- Characteristics of high-performing teams.
- Overview of the DiSC behavioral tool.
- The 4 behavioral personality styles in the DiSC model.
- Personal development profile.
- Team personal styles.

Unit 11: High-Performance Team-building Process:

- Five steps of the team-building process.
- Define goals.
- Agree on strategies.
- Definite team roles.
- Motivate team members.
- Assess team performance.
- The Belbin-type indicator.
- Belbins 9 team roles.

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Unit 12: Team Dynamics:

- Team development stages.
- Form stage.
- Storm stage.
- Norm stage.
- Perform stage.
- Adjourn stage.
- Team problem-solving.
- Factors shaping team performance.
- Phases of team problem-solving.
- Team decision-making.
- Build consensus.
- Consensus requirements.

Unit 13: Identifying Effective Team Communication and Behavior:

- Communication channels.
- Communication methods.
- Build rapport.
- Manage conflict.
- Apply conflict management styles.

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Unit 14: Team Leadership Concepts:

- Leadership definition.
- Leadership versus management.
- Styles of leadership.
- The implication of attitudes and personality.
- Ten ways to empower followers.
- Situational leadership.
- Levels of development.
- Different styles of motivation.