MERCURY

# Advanced Communication and Interpersonal Skills Course

13 – 17 September 2027
Lisbon (Portugal)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

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# Advanced Communication and Interpersonal Skills Course

**Ref:** 1037_285204 **Date:** 13 – 17 September 2027 **Location:** Lisbon (Portugal) **Fees:** 5600 Euro

## Introduction:

Excellent communication is essential for the creation of a highly effective and productive organization and workforce. In the 21st century, we have more effective ways of communicating than in the past, yet the quality of interpersonal communication is on the decline. The art of building rapport with people is essential for developing trust, openness, and meaningful relationships.

This course investigates tried and trusted management processes, procedures, and methodology used by many blue-chip companies to build productive and cohesive units whilst establishing strong working relationships with people at all levels. In this training course, you will explore behavior, communication, and leadership styles.

## Targeted Groups:

- Employees
- Supervisors
- Senior and Middle Managers who already have good communication skills and want to take them to the next level

## Course Objectives:

At the end of this course, the participants will be able to:

- Identify different approaches to interpersonal relationships.
- Improve organizational communications.
- Discover different personal listening styles.
- Develop skills in building rapport with others.
- Practice and use assertiveness skills in different situations.
- Say No and disagree with others assertively
- Enhance the ability to influence different personalities.
- Develop strategies for creating a positive work environment by building and developing motivated teams and individuals through harnessing the power of personal motivation and effective communication

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## Targeted Competencies:

- Communication skills
- Listening skills
- Motivating others
- Emotional intelligence
- Interpersonal skills

## Course Content:

### Unit 1: Defining Effective Communication:

- Myths in Communication
- Elements of Our Communication with Others
- Communication Windows
- Identifying Approaches to Interpersonal Relationships
- Characteristics of Effective Communicators
- Communicating within Teams
- Organizational Communication

### Unit 2: The Art of Listening:

- The Personal Listening Profile
- Identifying Listening Approaches
- Active Listening Techniques
- Effective Listening and Paraphrasing
- The Use of Clarification Techniques

### Unit 3: Understanding Others Filter Systems:

- Internal Representational Systems
- Eliciting Meta Programs
- Building Rapport with Others
- The Heart of Effective Persuasive Communication
- Using Questions as Probes

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### Unit 4: Assertiveness Skills:

- Definition of Assertiveness
- The Power of Self Talk
- Assertive Rights and Corresponding Responsibilities
- Learning How to Say No
- Feedback and Assertiveness
- Ten Activities to Practice Assertive Behavior

### Unit 5: Influencing Others:

- Secret of Influencing
- What Makes an Effective Influencer
- Influencing through Rapport
- Sources of Individual Power
- Understanding Influencing Styles
- A Recipe for Successful Influencing
- Influencing Different Personalities

## Interpersonal Skills Training for Managers and Employees

Managers and employees can greatly benefit from our comprehensive interpersonal skills training. The course covers essential techniques and strategies to train interpersonal skills effectively, creating a powerful dynamic in professional engagements. Participants will be involved in interpersonal skills development training activities tailored to the practical needs of managing and collaborating within business contexts. Through interpersonal communication skills training, learners will refine their capacity to communicate effectively, resolve conflicts, and lead with emotional intelligence.

By providing an interpersonal skills training course near participants, we aim to furnish individuals with the resources and knowledge to excel in interpersonal dynamics across various professional settings. Our interactive interpersonal skills courses are designed to offer insights and tools for bolstering relationships within the workplace.

Upon completion, participants will have a stronger foundation in advanced communication skills, which are crucial for success in todays business environment. This communication and interpersonal skills course will propel your professional capabilities, ensuring you emerge as a persuasive communicator and adroit influencer in your sphere of influence.