MERCURY

Effective People Skills & Interpersonal Skills Training for Managers

5 – 9 April 2027
Milan (Italy)



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Ref: 1079_332686 **Date:** 5 – 9 April 2027 **Location:** Milan (Italy) **Fees:** 6200 Euro

Introduction

All businesses in the current environment need a competitive edge. It can be gained through innovative and exciting products and services or effective and efficient world-class employees.

Top-performing organizations are passionate about their most valuable resource - their staff. Through effective people skills and interpersonal training, for managers to maintain their high standards, a large proportion of their time and energy is spent on continuous professional development, not only of their employees but also of their business.

This effective people and interpersonal skills training for managers course investigates the tried and trusted management processes, procedures, and methodology many blue-chip companies use. They use the tools to develop high levels of performance from their staff. It ensures their companies' future and reputation through innovative development, service, and evaluation.

Participants in this effective people skills and interpersonal skills training for managers course offer practical solutions to work-related issues.

Targeted Groups

- Managers, Supervisors, and Team Leaders
- HR Staff
- Employees in all departments who want to improve their profile

Course Objectives

At the end of this effective people skills and interpersonal skills training for managers course, the participants will be able to:

- Develop skills and abilities that can be used immediately in the workplace.
- Recognize personal style and behavior preferences.
- Build effective communication skills.
- Develop strategies for creating a positive work environment.
- Learn how to delegate and motivate.
- Build and develop teams.
- Recognize differing behavioral styles and learn to adapt to them to build lasting rapport.
- Understand the key roles they have in encouraging and developing their staff.
- Harness the power of personal motivation.
- Give and receive feedback on performance and perception.

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Targeted Competencies

- NLP and Emotional Intelligence
- Problem Solving and Decision Making
- Communication and Interpersonal Skills
- Motivating Staff
- Assertiveness
- Building and Leading Teams

Course Content

Unit 1: Mastering the Art of Interpersonal Communication

The art of interpersonal communication lies in building lasting rapport. It requires understanding how to identify others' behavioral traits and adapt your communication styles to enhance interpersonal effectiveness. Participants will learn the following:

- The art of building lasting rapport.
- How do we identify behavioral characteristics and react to them?
- How do you modify your behavior to match others?
- Sharpen your senses to the signals others are sending you.
- Connect with colleagues and clients at a level that creates deeper trust and commitment.
- Step into another person's shoes to better appreciate their experiences and motivations.
- Read body language to understand how others are thinking and responding to you.

Unit 2: Self-Awareness and Personal Growth

Cultivating self-awareness is a foundation for effective interpersonal skills development training. Participants will be introduced to the fundamental concepts of NLP and discover how emotional intelligence plays a crucial role in interpersonal relations. Key takeaways from this unit include:

- Key concepts of NLP.
- The relationships between NLP and emotional intelligence.
- Connecting your feelings for greater self-awareness.
- Eliciting emotions.
- Noticing your unconscious messages and following your intuitions.
- Self-talk and what it means.
- Maslow's hierarchy of needs.
- Internal and external referencing.

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Unit 3: Crystal Clear Communication for Managers

To be an effective communicator, one must employ powerful listening and questioning techniques. This course unit will cover various thinking patterns and introduce filters in communication that often distort messages. Participants will engage in exercises focusing on:

- Powerful listening and questioning techniques.
- Thinking patterns.
- Filters to communication.
- The use of metaphors.
- Sub-modalities.
- Perceptual positions.
- Climates of trust.
- Well-formed outcomes.
- Communication exercises.

Unit 4: Empathy: The Core of Interpersonal Skills Training for Employees

Empathy is crucial for meaningful interactions and successful management. Throughout this unit, we will reexamine the significance of empathy, explore how to communicate effectively through nonverbal signals, and appreciate diverse communication styles. Subjects covered include:

- Review how to sharpen your senses to the signals others are sending you.
- Communicating first impressions.
- The secrets of body language.
- How do we communicate?
- Filters to communication.
- Understanding the science of lying.
- Learning styles.
- Modeling and how others do things?

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Unit 5: Motivation and Leadership Through People Skills

This unit delves into motivation and how it is a powerful tool for inspiring teams and leading with influence. From understanding logical levels of change to aligning personal and organizational values, participants will master the art of setting and achieving motivating goals. Key learnings feature:

- Logical levels of change.
- The importance of values in motivation.
- Eliciting values for yourself and your organization.
- The secrets of motivation.
- Setting goals that motivate.
- Creating a positive future for your organization.
- Testing your well-formed outcomes.
- Stepping into the future.

By the end of this effective people skills and interpersonal skills training for managers course, managers and leaders will have an enriched understanding of interpersonal dynamics, enhanced communication skills, and practical tools for leadership through people skills. This comprehensive approach will contribute to the continued professional growth of participants, positioning them as valuable assets within their organizations.