



Advanced Communication and Interpersonal Skills Workshop

12 - 16 Aug 2024
Casablanca (Morocco)



Advanced Communication and Interpersonal Skills Workshop

Ref.: 8144_281138 **Date:** 12 - 16 Aug 2024 **Location:** Casablanca (Morocco) **Fees:** 3000 Euro

Introduction

Excellent communication is essential for creating a highly effective, productive organization and workforce. In the 21st century, we have more effective communication methods than in the past, yet good-quality interpersonal communication needs to be improved. The art of building rapport with people is essential for developing trust, openness, and meaningful relationships.

This advanced communication and interpersonal skills conference investigates tried and trusted management processes, procedures, and methodologies many blue-chip companies use to build productive and cohesive units while establishing strong working relationships with people at all levels. You will explore behaviour, communication, and leadership styles at this conference.

Interpersonal Skills Training for Managers

Recognizing the pivotal role managers play in an organization's communication ecosystem, this advanced communication and interpersonal skills workshop dedicates a comprehensive segment to interpersonal skills training for managers.

Participants in this advanced communication and interpersonal skills workshop will explore communication tactics and strategies tailored for leadership roles, ensuring that managerial staff can champion effective communication within their teams and across departments.

Targeted Groups

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

Conference Objectives

At the end of this advanced communication and interpersonal skills conference, 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 by harnessing personal motivation and effective

communication.

Targeted Competencies

At the end of this advanced communication and interpersonal skills conference, the target competencies will be able to:

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

Conference 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 Other Filter Systems

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

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.

Enhancing Communication and Interpersonal Skills

Special emphasis will be placed on developing communication and interpersonal skills throughout the workshop. As a core component, participants will engage in interpersonal skills development training designed to improve interpersonal skills through practical exercises and reflective learning. The ultimate goal is to empower employees at every level to communicate more effectively and build stronger relationships within the organization.



**Registration form on the :
Advanced Communication and Interpersonal Skills Workshop**

code: 8144 **From:** 12 - 16 Aug 2024 **Venue:** Casablanca (Morocco) **Fees:** 3000 **Euro**

Complete & Mail or fax to Mercury Training Center at the address given below

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