Interpersonal Communication Skills Course

Venue Information

Venue: London UK

Place:

Start Date: 2026-12-01

End Date: 2026-12-05

Course Details

Net Fee: £4750.00

Duration: 1 Week

Category ID: MAL

Course Code: MAL-123

Syllabus

Course Syllabus

Program Objectives:

By the end of the program, participants will be able to:

- Acquire the skills necessary for communicating in an effective manner.
- Improve their ability to communicate across cultures.
- Employ techniques for listening actively and empathically.
- Communicate in an assertive manner.
- Manage interpersonal conflict.
- Handle feedback and criticism constructively.

Course Outlines

Effective Communication

- Communication Beyond Words
- Sources of Miscommunication: Barriers
- Overcoming Communication Barriers

Communication Across Cultures

- Improving Cross-Cultural Communication: Guidelines
- Managing Perceptions and Biases
- Understanding Communication Styles
- The Cross-Cultural Communication Skill Set
- Communicating within Multi-Cultural Teams
- Universal Laws of Persuasion: Process

Active Listening

- Hearing versus Listening
- Mastering Active Listening
- Asking the Right Questions
- Five Probing Techniques
- Pitfalls of Leading Questions

Communication Behavior and Conflict Management

- Passive, Aggressive and Assertive Behavior
- Verbal and Non-Verbal Elements of Communication
- Understanding Conflict: Sources
- Conflict Management Styles
- Mastering Conflict Management Skills
- Learning to Say No

Constructive Feedback and Criticism

- The Value of Feedback
- Positive and Negative Feedback
- Giving Constructive Criticism
- Dealing with Negative Criticism