

## Interpersonal Skills for HR Professionals

*Cape Town ( South Africa)*

*3 - 7 August 2026*

UK Traininig

# PARTNER



## Interpersonal Skills for HR Professionals

Code: HR28 From: 3 - 7 August 2026 City: Cape Town ( South Africa) Fees: 3300 Pound

### Introduction

As human resources professionals, your role extends far beyond just technical tasks. You are often tasked with supporting employees and line managers, ensuring that day-to-day operations run smoothly. To excel in these responsibilities, HR professionals need more than just technical knowledge; they must also possess strong interpersonal skills. This course is designed to equip you with the essential communication skills for HR professionals and HR soft skills training to handle delicate situations that demand empathy, effective communication, and conflict resolution. By mastering these skills, you will be able to manage relationships, resolve disputes, and guide both employees and managers toward better outcomes.

### Course Objectives

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

- Define communication and understand its critical role in the work of HR professionals.
- Apply key principles of business writing and report writing in the HR context.
- Produce clear, concise, and professional HR correspondence and HR reports.
- Practice the basic skills of conflict resolution and influencing within HR situations.
- Understand the importance of customer service in HR and develop the mindset needed to implement it.
- Select and apply the appropriate coaching and counseling techniques for HR professionals.

### Course Outlines

#### Day 1: Human Resources and Communication

- Definition and significance of communication in the HR field.
- Characteristics of an effective HR communicator.
- Techniques for effective questioning and active listening.
- Developing empathy as a key skill in HR communication.
- Mastering interviewing techniques such as:
  - The STAR technique
  - The FACT technique
  - The probing technique
  - The leading technique
- Basics of public speaking for HR professionals.

#### Day 2: HR Business Communication and HR Reports

- Principles of business writing tailored for HR professionals.
- Best practices in writing HR reports and correspondence.

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles and the text 'UK Training PARTNER' in a bold, sans-serif font.

UK Training  
**PARTNER**

- Avoiding common mistakes in HR communication.
- Conflict resolution in HR:
  - Definition and sources of conflict in HR.
  - Applying the Thomas Kilmann conflict model in HR.
  - Mastering HR negotiation skills and influencing techniques.
- Practical applications for resolving conflicts within the HR context.

### Day 3: Client-Centric HR Departments

- Understanding the customer service concept in HR.
- Distinguishing between internal and external customers in HR.
- Recognizing the importance of customer service within HR.
- Identifying your HR customers and building a customer service mentality in the HR department.
- The essentials of coaching and counseling employees and line managers.
- Understanding the differences between coaching, counseling, and mentoring.

### Day 4: The 5 Principles of Coaching

- Feedback as a principle of effective coaching.
- Accountability in coaching and development.
- The importance of challenge in the coaching process.
- Tension and its role in personal growth.
- Understanding systems in coaching and how they affect HR practices.

### Day 5: The 'GROW' Model of a Super Coach

- Setting actionable goals within the coaching framework.
- Checking reality to identify current challenges.
- Exploring and identifying options to solve HR-related issues.
- Gaining commitment through will, ensuring coaching leads to actionable results.

### Why Attend This Course: Wins & Losses!

- Develop critical interpersonal skills for HR: This course will empower you with the essential HR soft skills needed to handle complex human relations situations, building stronger relationships and improving organizational culture.
- Master effective communication skills for HR: Learn how to communicate clearly and effectively with employees, managers, and stakeholders to foster a positive work environment.
- Enhance conflict resolution abilities: Gain key insights into HR conflict resolution and HR negotiation skills, helping you resolve disputes with ease and professionalism.
- Boost your HR professional development: By mastering communication, coaching, and counseling techniques, you'll position yourself as a capable and well-rounded HR professional.
- Learn from practical HR case studies: Benefit from real-world examples and practical exercises that will enhance your ability to manage HR functions more effectively.

### Conclusion

If you want to elevate your career as an HR professional, mastering interpersonal skills for HR is essential. This course will provide you with the tools to improve your communication, conflict resolution, and coaching abilities.

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. The text 'UK Training PARTNER' is overlaid on the right side of the board.

UK Training  
**PARTNER**



Whether you are dealing with internal or external customers, managing conflicts, or providing support through coaching and counseling, the skills learned in this course will set you apart. Take this opportunity to enhance your HR professional development and implement HR best practices to make a significant impact within your organization.

A graphic of a chessboard with several pawns. A large gold king piece is prominent in the foreground, with several smaller silver and gold pawns behind it. The board is checkered and has a subtle circular pattern in the background.

UK Training  
**PARTNER**

Head Office: +44 7480 775 526  
Email: [Sales@blackbird-training.com](mailto:Sales@blackbird-training.com)  
Website: [www.blackbird-training.com](http://www.blackbird-training.com)



## Blackbird Training Cities

### Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)



Podgorica (Montenegro)



Batumi (Georgia)



Salzburg (Austria)



Florence (Italy)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Athens (Greece)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



## Blackbird Training Cities

### USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

### ASIA



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Melbourne (Australia)  
(Kuwait)



Phuket (Thailand)



Shanghai (China)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City



Seoul (South Korea)



Pulau Ujong (Singapore)



Irbid (Jordan)



Jakarta (Indonesia)



Amman (Jordan)



Beirut

UK Training  
**PARTNER**



## Blackbird Training Cities

### AFRICA



Kigali (Rwanda)



Cape Town ( South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients

 <p><b>MANNAI CORPORATION</b> MANNAI Trading Company WLL, Qatar</p>	 <p><b>GAC</b> UNE FILIALE D' EGA Alumina Corporation Guinea</p>	 <p><b>Booking.com</b> Booking.com Netherlands</p>	 <p><b>OXFAM</b> Oxfam GB International Organization, Yemen</p>	 <p><b>Capital Markets Authority</b> Kuwait</p>
 <p><b>WS</b> Waltersmith Petroman Oil Limited Nigeria</p>	 <p><b>QNB</b> Qatar National Bank (QNB), Qatar</p>	 <p><b>Qatar Foundation</b> Qatar</p>	 <p><b>AFRICAN UNION ADVISORY BOARD ON CORRUPTION</b> Tanzania</p>	 <p><b>KFAS</b> KFS Kuwait</p>
 <p><b>Reserve Bank of Malawi</b> Malawi</p>	 <p><b>Central Bank of Nigeria</b> Nigeria</p>	 <p><b>Ministry of Interior Kingdom of Saudi Arabia</b> Ministry of Interior, KSA</p>	 <p><b>Mabruk Oil Company</b> Libya</p>	 <p><b>Saudi Electricity Company</b> KSA</p>
 <p><b>BPKH</b> Badan Pengelola Keuangan Haji BADAN PENGELOLA KEUANGAN Haji, Indonesia</p>	 <p><b>NATO Italy</b></p>	 <p><b>ENI</b> ENI CORPORATE UNIVERSITY, Italy</p>	 <p><b>GULF BANK</b> Gulf Bank Kuwait</p>	 <p><b>General Organization for Social Insurance</b> KSA</p>
 <p><b>Defence Space Administration</b> Nigeria</p>	 <p><b>National Industries Group (Holding),</b> Kuwait</p>	 <p><b>Hamad Medical Corporation</b> Qatar</p>	 <p><b>USAID</b> Pakistan</p>	 <p><b>STC</b> STC Solutions, KSA</p>
 <p><b>North Oil Company</b> North Oil company,</p>	 <p><b>EKO</b> EKO Electricity</p>	 <p><b>OMAN BROADBAND</b> Oman Broadband</p>	 <p><b>UNITED NATIONS</b> UN.</p>	 <p><b>Authority for Electricity Regulation, Oman</b> Authority for</p>

UK Training  
**PARTNER**

## Blackbird Training Categories

### Management & Admin

Entertainment & Leisure  
Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Artificial Intelligence (AI)  
Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



 International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom

 +44 7401 1773 35  
+44 7480 775526

 Sales@blackbird-training.com

 www.blackbird-training.com

UK Training  
**PARTNER**

