

Interpersonal Skills for HR Professionals

Boston, Massachusetts (USA)

20 - 24 October 2025

UK Training

PARTNER



Interpersonal Skills for HR Professionals

Code: HR28 From: 20 - 24 October 2025 City: Boston, Massachusetts (USA) Fees: 5700 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 king, a queen, a rook, and a pawn) on it. The text 'UK Training PARTNER' is overlaid on the image.

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 gold pawn behind it. The text 'UK Training PARTNER' is overlaid on 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 a checkered pattern of light and dark squares. In the background, there are concentric circles radiating from the center.

UK Training
PARTNER

Head Office: +44 7480 775 526
Email: Sales@blackbird-training.com
Website: 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



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

