

## Advanced Interpersonal Skills Training

*Cape Town (South Africa)*

*26 - 30 May 2025*

UK Training

# PARTNER



## Advanced Interpersonal Skills Training

Code: PS28 From: 26 - 30 May 2025 City: Cape Town (South Africa) Fees: 3300 Pound

### Introduction

The Advanced Interpersonal Skills Training course is meticulously designed to equip participants with the latest techniques and strategies for enhancing their interpersonal skills in both professional and personal settings. This course builds upon foundational interpersonal skills, enabling participants to navigate complex social dynamics, forge stronger relationships, and achieve greater success in their interactions with others. Spanning five days, the course combines theoretical knowledge with practical exercises and interactive discussions, ensuring a comprehensive learning experience.

### Course Objectives

- **Understanding Interpersonal Skills:** Develop a deep understanding of interpersonal skills and their significance in various contexts, including their definition and meaning.
- **Effective Communication Techniques:** Explore advanced techniques for effective communication, active listening, and assertiveness, enhancing overall interpersonal and communication skills.
- **Emotional Intelligence Enhancement:** Enhance emotional intelligence to better understand and manage emotions in oneself and others, a critical component in developing excellent interpersonal skills.
- **Mastering Conflict Resolution:** Master conflict resolution strategies to promote positive outcomes and build constructive relationships, vital for successful interpersonal interactions.
- **Cultivating Empathy and Sensitivity:** Cultivate empathy and cultural sensitivity to navigate diverse social and cultural environments, addressing the importance of interpersonal skills in today's global landscape.
- **Networking Skills Development:** Build influential networking skills to establish and maintain meaningful professional connections, exploring how to improve interpersonal skills for better collaboration.
- **Constructive Feedback Strategies:** Develop strategies for giving and receiving constructive feedback, promoting personal and professional growth, and understanding interpersonal skills improvement.
- **Managing Difficult Conversations:** Learn techniques for managing difficult conversations and handling challenging personalities, critical for maintaining effective interpersonal relations.
- **Boosting Self-Confidence and Awareness:** Boost self-confidence and self-awareness to project a positive and authentic image, essential for strong interpersonal skills.
- **Personal Action Plan:** Create a personal action plan for continued development of interpersonal skills beyond the course, focusing on how to develop interpersonal skills in daily life.

### Course Outlines

#### Day 1: Foundations of Interpersonal Skills

- Introduction to interpersonal skills and their importance.
- Models and theories of interpersonal communication.
- Verbal and non-verbal communication techniques.
- Building rapport and establishing trust.

The logo for UK Training Partner features the text 'UK Training' in a small, black sans-serif font above the word 'PARTNER' in a large, bold, black sans-serif font. The text is positioned over a background of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) in gold and silver, set against a backdrop of concentric white circles.

## Day 2: Advanced Communication Strategies

- Effective listening skills and empathetic communication.
- Non-violent communication techniques.
- Influencing and persuasion skills.
- Enhancing assertiveness and dealing with passive-aggressive behaviors.

## Day 3: Emotional Intelligence and Self-awareness

- Understanding emotional intelligence and its components.
- Self-awareness and self-regulation techniques.
- Managing and expressing emotions constructively.
- Developing empathy and understanding others' emotions.

## Day 4: Conflict Resolution and Difficult Conversations

- Conflict resolution strategies and negotiation techniques.
- Managing difficult conversations with tact and diplomacy.
- Dealing with resistance and defensiveness.
- Finding win-win solutions.

## Day 5: Cultural Sensitivity and Professional Networking

- Cultural intelligence and cross-cultural communication.
- Navigating diversity and inclusivity in interpersonal relationships.
- Effective networking strategies for professional success.
- Giving and receiving feedback for growth and development.

## Conclusion

By participating in this interpersonal skills training course, attendees will gain a profound understanding of what interpersonal skills training entails and how to apply these skills effectively in their lives.

They will explore the various types of interpersonal skills, including interpersonal skills in management, and learn practical ways to increase interpersonal skills for better teamwork and collaboration. The course will empower them with the tools needed to cultivate strong interpersonal skills, essential for success in both personal and professional domains.

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