Interpersonal Skills for HR Professionals
Comprehensive Course

Kigali (Rwanda)

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Introduction

Human resources specialists hold a role that extends far beyond technical tasks; they are the backbone of organizational communication, employee support, and conflict resolution. This course focuses on developing interpersonal skills for HR professionals, recognizing that excellent interpersonal skills are vital for navigating complex workplace situations. The unique aspect of this course lies in identifying scenarios within organizations that demand special attention and showcasing how to build the appropriate interpersonal effectiveness skills to manage them.

Through interactive sessions, practical exercises, and real-world case studies, this course will guide participants on how to improve interpersonal skills, fostering stronger relationships between employees and management. By the end, participants will have honed great interpersonal skills to effectively influence, communicate, and support their organizations.

Course Objectives

- Define interpersonal skills and explain their importance in human resources.
- Apply fundamental principles of business communication and reporting within HR.
- Produce professional HR-related written communications and reports.
- Practice essential conflict resolution and influencing skills.
- Understand the importance of interpersonal skills in delivering excellent HR customer service.
- Learn how to develop interpersonal skills for training and mentoring employees and managers.

Course Outlines

Day 1: Human Resources and Communication

- What are interpersonal skills and their significance in HR.
- Characteristics of a good interpersonal communicator in HR.
- Interviewing techniques: STAR, FACT, Inquiry, and Leading techniques.
- Listening and empathy as interpersonal skills in HR.
- Fundamentals of public speaking.

Day 2: Business Communication and HR Reports

- Fundamentals of business writing.
- Writing HR reports and correspondence.
- Common mistakes in HR communications.
- Conflict resolution: A critical interpersonal skill for HR professionals.
- Influencing skills and practical applications.

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Day 3: HR and Client-Centric Services

- Defining customer service within HR.
- Differentiating between internal and external clients.
- The importance of interpersonal skills in providing HR services.
- Building a customer service mindset in HR.

Day 4: Training and Mentoring Employees and Managers

- The role of interpersonal skills training in HR.
- Differences between training, mentoring, and coaching.
- Techniques for effective mentoring and coaching.

Day 5: Five Principles of Training

- Feedback and accountability.
- Creating a challenging yet supportive environment.
- Applying tension and systems thinking in training.

Day 6: Advanced Communication Techniques

- Understanding types of interpersonal skills including non-verbal communication.
- Reading body language in HR-related interactions.
- Strategies for navigating difficult conversations.
- Role-playing scenarios to practice emotional intelligence.

Day 7: Conflict Resolution Strategies

- Advanced techniques: Mediation vs. arbitration.
- Stress-relief techniques in conflict situations.
- The role of HR in resolving workplace conflicts.
- Building a positive conflict culture within organizations.

Day 8: Enhancing Employee Engagement

- The role of interpersonal skills in project management and engagement.
- Techniques for fostering inclusion and support.
- Recognizing and rewarding employees to boost morale.

Day 9: Negotiation Skills for HR Professionals

- The fundamentals of negotiation in HR.
- Leadership interpersonal skills in negotiation scenarios.
- Common negotiation mistakes and how to avoid them.
- Practical HR-related negotiation exercises.

Day 10: Personal Development and Continuous Improvement

- Self-assessment tools to evaluate interpersonal skill meaning and effectiveness.

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- Using feedback for continuous improvement.
- Setting SMART goals for personal growth.
- Building a mentorship network for ongoing interpersonal skills training.

Why Attend This Course: Wins & Losses!

- Mastery of how to enhance interpersonal skills to handle complex HR scenarios.
- Development of great interpersonal skills for effective conflict resolution and employee engagement.
- Practical strategies for enhancing interpersonal skills in negotiations and mentoring.
- Comprehensive understanding of what is interpersonal skills and their role in organizational success.
- The ability to foster positive relationships and improve workplace culture.

Conclusion

This course empowers HR professionals with the interpersonal skills necessary to thrive in complex organizational environments. By mastering communication, conflict resolution, and employee engagement techniques, participants will significantly enhance their capacity to support both employees and management. The development of excellent interpersonal skills will not only improve personal effectiveness but also contribute to the overall success and culture of the organization.

Join us to discover how to build interpersonal skills that make a lasting impact in your HR career!

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