

Effective People Skills

Rome (Italy)

13 - 17 April 2026

UK Traininig

PARTNER



Effective People Skills

Code: PS28 From: 13 - 17 April 2026 City: Rome (Italy) Fees: 4200 Pound

Introduction

This dynamic and interactive course is designed to empower professionals with the skills needed to communicate more effectively, strengthen interpersonal relationships, and increase personal influence. In today's fast-paced and highly collaborative environments, success depends not only on technical ability but also on the strength of our connections with others. Through a practical and engaging approach, participants will gain the tools to enhance emotional intelligence, tailor communication styles, and leave a lasting, positive impact in any professional setting.

Key Features of the Course

- Core principles of persuasive and impactful communication.
- Strategies for building trust and lasting rapport.
- Insights into team behavior and group dynamics.
- Techniques for managing and resolving conflict constructively.
- Tools to improve productivity and expand personal influence.

Course Objectives

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

- Communicate with clarity, confidence, and professionalism.
- Build respectful, trust-based relationships across professional contexts.
- Understand and navigate team dynamics for greater collaboration.
- Manage conflict effectively and foster mutually beneficial outcomes.
- Increase self-awareness and emotional intelligence to boost overall effectiveness.

Course Outlines

Day 1: Foundations of Effective Communication

- Principles of one-on-one communication.
- Common barriers and breakdowns.
- Non-verbal communication and body language.
- Practicing active listening for better understanding.
- Identifying and adapting to communication styles: assertive, passive, aggressive, and passive-aggressive.

Day 2: Relationship Building and Emotional Intelligence

- Building credibility and cultivating trust.
- Understanding and working with different personality types.
- Applying empathy and emotional intelligence in daily interactions.
- Managing challenging conversations with professionalism.

A graphic of a chessboard with several chess pieces. A gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. The background shows concentric circles emanating from behind the pieces.

UK Training
PARTNER

- Recognizing and transforming unproductive communication patterns.

Day 3: Team Dynamics and Collaboration

- Traits of high-performing teams.
- Roles within teams and maximizing individual contributions.
- Stages of team development and how to navigate them.
- Creating synergy: balancing cooperation and competition.
- Leveraging diversity to enhance team performance.

Day 4: Conflict Management and Constructive Dialogue

- Identifying underlying causes of conflict.
- Tools for professional conflict resolution.
- Giving and receiving constructive feedback.
- Shifting from confrontation to collaboration.
- Building emotional resilience in challenging situations.

Day 5: Personal Effectiveness and Influence

- Developing inner confidence and presence.
- Aligning actions with values and integrity.
- Time and energy management for optimal performance.
- Setting meaningful goals for personal and professional growth.
- Creating a long-term plan for sustained influence and success.

Why Attend This Course? Wins & Losses!

- Mastery of impactful communication strategies.
- Stronger, trust-based professional relationships.
- Increased emotional intelligence and self-regulation.
- Improved collaboration and team effectiveness.
- Conflict resolution skills that foster positive outcomes.
- Enhanced personal productivity and influence.
- A strategic roadmap for long-term success and growth.

Conclusion

This course offers a practical and empowering path to mastering professional communication, building authentic relationships, and strengthening your personal influence.

Whether you're aiming to enhance your leadership presence, collaborate more effectively, or handle difficult interpersonal situations with greater confidence, this course provides the tools and insights needed to thrive—both professionally and personally.

A graphic of a chessboard with several chess pieces (a king, queen, and pawns) in gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training
PARTNER

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



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



General Organization for
Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for

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

