

Effective People Skills

Kigali (Rwanda)

17 - 21 August 2026

UK Training

PARTNER



Effective People Skills

Code: PS28 From: 17 - 21 August 2026 City: Kigali (Rwanda) Fees: 3300 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 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, black, sans-serif font.

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

 <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 KFS 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 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

