Interpersonal Skills for HR Professionals

1 – 5 February 2027
Rome (Italy)



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Ref: 3304_291753 **Date:** 1 – 5 February 2027 **Location:** Rome (Italy) **Fees:** 5200 GBP

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'll 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.
- 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. 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.

