BLACKBIRD FOR TRAINING

Effective People Skills

15 – 19 March 2027
Lisbon (Portugal)



Effective People Skills

Ref: 3255064_330664 **Date:** 15 – 19 March 2027 **Location:** Lisbon (Portugal) **Fees:** 5200 GBP

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.
- 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.

