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COMMUNICATION AND WRITING SKILLS | CWS-003

Interpersonal Communication: Building Stronger Relationships Through Dialogue

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Course content

Why Attend

Effective interpersonal communication is the foundation of strong relationships, whether at work, at home, or in social settings. This course focuses on developing the skills needed to communicate clearly, listen actively, and resolve conflicts constructively. By the end of the course, participants will be equipped to build trust, foster collaboration, and create deeper connections through dialogue.

Course Methodology

This course is highly interactive and practical, featuring:

- Lectures : Expert-led sessions on interpersonal communication principles and techniques.
- Role-Playing : Simulated scenarios to practice communication skills.
- Group Discussions : Collaborative activities to share experiences and insights.
- Self-Assessments : Tools to identify personal communication strengths and areas for improvement.
- Exercises and Activities : Hands-on practice for applying communication strategies.

Course Objectives

By the end of this course, participants will:

- Understand the principles of effective interpersonal communication.
- Develop active listening skills to better understand others.
- Learn to express themselves clearly and assertively.
- Master techniques for managing and resolving conflicts.
- Build empathy and emotional intelligence to strengthen relationships.

Target Audience

This course is ideal for:

- Professionals looking to improve workplace communication and collaboration.

Course content

Target Audience

• Managers and team leaders aiming to build stronger teams.

• Individuals seeking to enhance personal relationships.

• Customer service representatives and client-facing roles.

• Anyone who wants to communicate more effectively in their daily interactions.

Target Competencies

Participants will develop the following competencies:

• Active Listening : Understanding and responding to others effectively.

• Verbal Communication : Speaking clearly and confidently.

• Non-Verbal Communication : Using body language, tone, and gestures to enhance dialogue.

• Conflict Resolution : Navigating disagreements constructively.

• Emotional Intelligence : Building empathy and managing emotions in communication.

Course outline

Day 1: Foundations of Interpersonal Communication

• What is interpersonal communication? Key principles and importance.

• The communication process: Sender, message, receiver, and feedback.

• Barriers to effective communication and how to overcome them.

• Activity: Self-assessment of communication strengths and weaknesses.

Day 2: Active Listening and Empathy

• The importance of active listening in building relationships.

• Techniques for active listening: Paraphrasing, summarizing, and asking questions.

• Developing empathy: Understanding others' perspectives and emotions.

Course content

Course outline

• Activity: Role-playing active listening and empathetic responses.

Day 3: Verbal and Non-Verbal Communication

• Speaking clearly and assertively: Tone, pace, and word choice.

• The role of non-verbal communication: Body language, eye contact, and gestures.

• Aligning verbal and non-verbal cues for consistent messaging.

• Activity: Practicing verbal and non-verbal communication in pairs.

Day 4: Managing and Resolving Conflicts

• Understanding the sources of conflict in communication.

• Strategies for constructive conflict resolution: Collaboration and compromise.

• De-escalating tense situations and finding common ground.

• Activity: Role-playing conflict resolution scenarios.

Day 5: Building Trust and Strengthening Relationships

• The role of trust in interpersonal communication.

• Techniques for building and maintaining trust through dialogue.

• Emotional intelligence: Managing emotions and fostering positive interactions.

• Course wrap-up: Key takeaways and action plans for continued improvement.

Additional Notes :

• Each day includes breaks and time for Q&A.

• Participants will receive a workbook with templates, checklists, and resources.

• A certificate of completion will be awarded at the end of the course.

Seminar dates

Available seminar dates

Live dates and pricing for Interpersonal Communication: Building Stronger Relationships Through Dialogue generated from the course details page.

Date	Location	Format	Fee
3 - 7 August 2026	Rome - Italy	Classroom	**€4,250.-**
7 - 11 September 2026	Kuala lumpur - Malaysia	Classroom	**€2,250.-**
12 - 16 October 2026	Barcelona - Spain	Classroom	**€3,850.-**
9 - 13 November 2026	London - U.K	Classroom	**€4,200.-**
14 - 18 December 2026	Munich - Germany	Classroom	**€3,450.-**

Live online option	Online delivery is available at €1,850.-.