informatech

COMMUNICATION AND WRITING SKILLS | CWS-003

# Interpersonal Communication: Building Stronger Relationships Through Dialogue

**UK**
+44 33 000 111 90
info@informatech.co.uk
https://informatech.uk
63-66 Hatton Garden Hatton Garden
EC1N 8LE , London

**NL**
+31 85 74 444 46
info@infomatech.nl
https://infomatech.nl
Waarderweg 50 - 2031PB
Haarlem - Netherlands

# 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 |
|---|---|---|---|
| 7 - 11 September 2026 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |
| 12 - 16 October 2026 | Barcelona - Spain | Classroom | **€3,080.-** |
| 9 - 13 November 2026 | London - U.K | Classroom | **€3,360.-** |
| 14 - 18 December 2026 | Munich - Germany | Classroom | **€2,760.-** |
| 18 - 22 January 2027 | Barcelona - Spain | Classroom | **€3,080.-** |
| 15 - 19 February 2027 | Frankfurt - Germany | Classroom | **€2,600.-** |
| 15 - 19 March 2027 | Rome - Italy | Classroom | **€3,400.-** |
| 19 - 23 April 2027 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |
| 17 - 21 May 2027 | Barcelona - Spain | Classroom | **€3,080.-** |
| 21 - 25 June 2027 | Geneva - Switzerland | Classroom | **€4,200.-** |
| 19 - 23 July 2027 | Geneva - Switzerland | Classroom | **€4,200.-** |
| 16 - 20 August 2027 | Barcelona - Spain | Classroom | **€3,080.-** |
| 20 - 24 September 2027 | Frankfurt - Germany | Classroom | **€2,600.-** |
| 18 - 22 October 2027 | Rome - Italy | Classroom | **€3,400.-** |
| 15 - 19 November 2027 | Kuala lumpur - Malaysia | Classroom | **€1,800.-** |
| 20 - 24 December 2027 | Barcelona - Spain | Classroom | **€3,080.-** |