

Mastering Interpersonal Skills for HR Professionals Course

Human Resource
Dubai (UAE)
07 - 11 Sep 2025

UK Traininig

PARTNER

A close-up photograph of chess pieces on a checkered board. In the foreground, a large, ornate gold king piece stands prominently. To its left, a smaller silver pawn is visible. Further back, another silver pawn is positioned. The background features concentric circles, suggesting a strategic or tactical theme.

Mastering Interpersonal Skills for HR Professionals Course

Ref: 3304_133806 **Date:** 07 - 11 Sep 2025 **Location:** Dubai (UAE) **Fees:** 3900 **Euro**

Course Description

This intensive 5-day course is designed to enhance the interpersonal skills of HR professionals. Participants will learn essential techniques for effective communication, conflict resolution, and leadership in the HR context. The course combines theoretical knowledge with practical exercises to ensure immediate application in the workplace.

Learning Objectives

- Develop advanced communication skills for HR-specific scenarios
- Master conflict resolution techniques for workplace disputes
- Enhance leadership and coaching abilities for team management
- Improve emotional intelligence and empathy in HR interactions
- Learn strategies for building and maintaining professional relationships

Course Modules

Day 1: Foundations of Interpersonal Communication in HR

- Understanding communication styles and preferences
- Active listening techniques for HR professionals
- Nonverbal communication in the workplace
- Adapting communication for diverse audiences

Day 2: Conflict Resolution and Negotiation Skills

- Identifying sources of workplace conflict
- Mediation techniques for HR professionals
- Negotiation strategies for win-win outcomes
- De-escalation tactics for heated situations

Day 3: Leadership and Coaching in HR

- Developing a leadership mindset for HR
- Coaching techniques for employee development
- Motivating and inspiring teams
- Giving and receiving constructive feedback

Day 4: Emotional Intelligence and Empathy in HR Practice

UK Training
PARTNER



- Understanding and developing emotional intelligence
- Applying empathy in HR interactions
- Managing stress and emotions in high-pressure situations
- Building resilience in self and others

Day 5: Building and Maintaining Professional Relationships

- Networking strategies for HR professionals
- Building trust and credibility within the organization
- Managing difficult personalities and situations
- Fostering a positive workplace culture

Practical Wins for Participants

- Improved ability to handle complex HR situations with confidence
- Enhanced skills in mediating conflicts and negotiating agreements
- Increased effectiveness in coaching and developing employees
- Stronger professional relationships and network within the organization

Blackbird training cities



Amman (Jordan)



Amsterdam (Netherlands)

Accra (Ghana)

Annecy (France)

Baku (Azerbaijan)

Bali (Indonesia)

Bangkok (Thailand)

Bangkok (Thailand)

Barcelona (Spain)

Batumi (Georgia)

Beijing (China)

Beirut (Lebanon)

Berlin (Germany)

Birmingham (UK)

Bordeaux (France)

Boston, Massachusetts (USA)

Brussels (Belgium)

Cairo (Egypt)

Cape Town (South Africa)

Casablanca (Morocco)

Cascais (Portugal)

Copenhagen (Denmark)

Doha (Qatar)

Dubai (UAE)

Düsseldorf (Germany)

UK Training
PARTNER



Blackbird Training Category



Human Resource



Audit & Quality Assurance



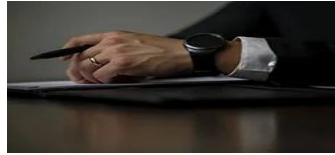
Finance, Accounting, Budgeting



Marketing, Sales, Customer Service



Secretary & Admin



Law and Contract Management



Project Management



IT & IT Engineering



Supply Chain & Logistics



Management & Leadership



Professional Skills



Oil & Gas Engineering



Health & Safety



Telecom Engineering



Hospital Management



Customs & Safety



Aviation



C-Suite Training



Agile and Refinement



Blackbird training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



General Organization for
Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for

UK Training
PARTNER



LONDON TRAINING PROVIDER



www.blackbird-training.com



training@blackbird-training.com



+44 7480 775526 / +44 7401 177335