

# Mastering Interpersonal Skills for HR Professionals Course

Human Resource  
Casablanca (Morocco)  
08 - 12 Sep 2025

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## Mastering Interpersonal Skills for HR Professionals Course

**Ref:** 3304\_135260 **Date:** 08 - 12 Sep 2025 **Location:** Casablanca (Morocco) **Fees:** 3300 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

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- 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

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