# Mastering Interpersonal Skills for HR Professionals Course

8 – 12 February 2027
Kuala Lumpur (Malaysia)



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## Why This Course

Human Resources professionals operate at the center of organizational communication, culture, and employee engagement. Their ability to communicate clearly, resolve conflicts diplomatically, and build strong relationships directly shapes the workplace environment. To excel in today's fast-paced and people-focused HR landscape, professionals must master advanced interpersonal skills that enhance trust, collaboration, and leadership.

The Interpersonal Excellence for HR Professionals Program is an intensive 1-week experience designed to strengthen the communication, conflict management, and leadership capabilities of HR practitioners. Through real-world scenarios, hands-on exercises, and reflective practice, participants will build the interpersonal confidence and competence needed to navigate sensitive conversations and support organizational success.

## What You'll Learn and Practice

By the end of this program, participants will be able to:

- Apply advanced communication techniques tailored to HR interactions.
- Resolve conflicts effectively using structured mediation and negotiation approaches.
- Lead, coach, and influence employees with confidence and empathy.
- Strengthen emotional intelligence to manage people-focused challenges.
- Build professional relationships rooted in trust, respect, and credibility.

## Program Flow

### Day 1: Foundations of Interpersonal Communication in HR

- Understanding communication styles, preferences, and behavioral cues.
- Mastering active listening in employee and managerial conversations.
- Using nonverbal communication to reinforce trust and clarity.
- Adjusting communication approaches for diverse individuals and groups.
- Exercise: Communication style assessment and applied listening practice.



## Day 2: Conflict Resolution and Negotiation Skills

- Identifying common sources and patterns of workplace conflict.
- Applying mediation tools specifically designed for HR roles.
- Negotiating mutually beneficial outcomes in challenging situations.
- Using de-escalation techniques to manage tense discussions.
- Workshop: Mediating a workplace dispute through a guided role-play.

## Day 3: Leadership and Coaching in HR

- Developing a leadership mindset that inspires confidence and collaboration.
- Applying coaching models to support employee growth and performance.
- Motivating individuals and teams through meaningful HR engagement.
- Delivering constructive feedback in a supportive, actionable way.
- Case Study: Designing a coaching plan for employee development.

## Day 4: Emotional Intelligence and Empathy in HR Practice

- Understanding the components and value of emotional intelligence.
- Practicing empathy in sensitive HR conversations.
- Managing personal stress and emotional triggers in high-pressure moments.
- Supporting resilience and well-being among employees.
- Exercise: EI self-reflection and empathy-building scenarios.

## Day 5: Building and Maintaining Professional Relationships

- Networking strategies to strengthen HR influence across the organization.
- Building and sustaining trust with employees and leadership.
- Managing difficult personalities with professionalism and tact.
- Promoting a positive, inclusive, and healthy workplace culture.
- Simulation: Developing a relationship-building strategy for a complex HR case.

# Individual Impact

- Increased confidence in managing difficult conversations and sensitive issues.
- Stronger capability to mediate conflicts and negotiate solutions.
- Enhanced coaching presence and leadership influence in HR settings.
- Greater resilience and emotional intelligence for daily HR challenges.

# Organizational Impact

- Improved workplace communication and collaboration.
- Reduced conflict escalation and more effective HR interventions.
- Stronger employee engagement through empathetic and skilled HR support.
- A more positive, trusting, and inclusive workplace culture.



## Training Methodology

This program uses an interactive, human-centered learning approach with:

- Realistic role-plays and scenario-based exercises.
- Case studies reflecting actual HR challenges.
- Peer discussions and collaborative problem-solving.
- Self-assessment tools and guided reflection activities.

## Beyond the Course

Participants will return to their organizations equipped with a refined interpersonal toolkit—ready to support employees more effectively, influence stakeholders with confidence, and contribute to a more engaged and thriving workplace culture.

