# Mastering Effective People Skills: A 1-Week Intensive Course

4 – 8 October 2027
Geneva (Switzerland)



# Mastering Effective People Skills: A 1-Week Intensive Course

**Ref:** 321916_176464 **Date:** 4 – 8 October 2027 **Location:** Geneva (Switzerland) **Fees:** 5200 GBP

## Why This Course

Success in the modern workplace relies not only on technical expertise but also on the ability to communicate, connect, and lead effectively. Strong interpersonal skills empower professionals to build trust, resolve conflicts, and inspire teams, creating a more collaborative and productive work environment.

The Interpersonal Skills and Professional Communication Program is an intensive 1-week course designed to help participants enhance communication, emotional intelligence, conflict management, and leadership capabilities. Through interactive exercises, practical tools, and real-world scenarios, participants will gain skills they can immediately apply to strengthen relationships and influence outcomes positively.

## What You'll Learn and Practice

By participating in this program, you will:

- Develop advanced communication skills for clear and impactful interactions.
- Enhance emotional intelligence to understand and manage workplace relationships effectively.
- Master conflict resolution techniques for harmonious team dynamics.
- Cultivate leadership qualities that motivate, inspire, and influence others.
- Improve active listening, empathy, and adaptability in professional conversations.
- Navigate difficult conversations with confidence and professionalism.

## The Program Flow

### Day 1: Foundations of Effective Communication

- Understanding different communication styles and preferences.
- Applying verbal and non-verbal communication techniques.
- Practicing active listening and empathetic responses.
- Overcoming barriers to effective communication.

### Day 2: Emotional Intelligence in the Workplace

- Building self-awareness and self-regulation skills.
- Developing empathy and social skills to connect with colleagues.
- Managing emotions in professional interactions.
- Strengthening rapport and trust in workplace relationships.



### Day 3: Conflict Resolution and Negotiation

- Identifying sources and types of workplace conflict.
- Applying conflict resolution strategies and techniques.
- Mastering negotiation skills for mutually beneficial outcomes.
- Using win-win approaches to solve problems and maintain harmony.

### Day 4: Leadership and Influence

- Understanding core leadership qualities and behaviors.
- Motivating and inspiring teams for improved performance.
- Delegating effectively and empowering team members.
- Influencing colleagues and stakeholders without relying solely on authority.

### Day 5: Advanced Interpersonal Skills

- Navigating difficult conversations with confidence and tact.
- Giving and receiving constructive feedback effectively.
- Building and leveraging professional networks.
- Adapting communication approaches for diverse teams and audiences.

## Individual Impact

Participants will:

- Improve their ability to build and maintain strong professional relationships.
- Gain confidence in managing conflicts and navigating challenging situations.
- Strengthen leadership skills to inspire and guide teams effectively.
- Enhance communication capabilities for clearer understanding and reduced misunderstandings.

## Work Impact

Organizations will benefit from professionals who can:

- Communicate more effectively across teams and departments.
- Resolve conflicts constructively and maintain a positive work environment.
- Lead and motivate others with credibility and influence.
- Build stronger professional networks that support collaboration and organizational goals.

## Training Methodology

The program blends theory with practical application through:



- Interactive workshops and exercises on communication, emotional intelligence, and leadership.
- Real-world scenarios and role-plays to practice conflict resolution and negotiation.
- Peer discussions and reflective exercises to reinforce learning and insights.
- Tools and techniques for immediate application in professional settings.

## Beyond the Course

After completing the program, participants will be ready to:

- Communicate clearly, persuasively, and empathetically in any professional context.
- Build stronger workplace relationships and inspire their teams.
- Navigate conflicts and difficult conversations with confidence.
- Apply interpersonal and leadership skills to achieve measurable results.

