

Mastering Interpersonal & Communication Skills in 5 Days

19 – 23 April 2027
Rome (Italy)

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Ref: 322605_205779 **Date:** 19 – 23 April 2027 **Location:** Rome (Italy) **Fees:** 5200 GBP

Why This Course

Strong interpersonal and communication skills are essential for building trust, strengthening relationships, resolving challenges, and achieving success in both professional and personal settings. In the workplace, communication affects almost everything: teamwork, leadership, client relationships, conflict management, productivity, and overall performance.

Effective communication is not only about speaking well. It involves listening with attention, understanding others, expressing ideas clearly, using body language effectively, managing emotions, and adapting your style to different people and situations. Professionals who master these skills are better able to influence, collaborate, present ideas, and handle difficult conversations with confidence.

This intensive 5-day course is designed to help participants enhance their interpersonal and communication capabilities through practical tools, interactive exercises, and real-world applications. Participants will develop greater confidence in verbal and non-verbal communication, active listening, conflict resolution, presentation delivery, and relationship building.

What You'll Learn and Practice

By joining this program, you will:

- Develop active listening skills to improve understanding, trust, and empathy.
- Communicate clearly, confidently, and assertively.
- Identify common communication barriers and learn how to overcome them.
- Interpret and use non-verbal cues more effectively.
- Adapt your communication style to different audiences and situations.
- Give and receive feedback in a constructive and professional way.
- Manage conflicts and difficult conversations with greater confidence.
- Apply negotiation and problem-solving techniques in workplace situations.
- Strengthen emotional intelligence and manage emotions under pressure.
- Improve presentation skills and reduce public speaking anxiety.
- Build stronger professional relationships and networks.

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A graphic illustration of a chessboard with several chess pieces. A large gold king piece is prominent in the foreground, with a silver pawn and a gold pawn nearby. The board is checkered, and there are concentric circles in the background.

The Program Flow

Day 1: Foundations of Effective Communication

- Understanding communication models and key communication barriers.
- The role of verbal and non-verbal communication in daily interactions.
- Building clarity, trust, and connection through communication.
- Active listening techniques for deeper understanding.
- Developing empathy and rapport with colleagues, clients, and stakeholders.
- Recognizing personal communication habits and improvement areas.
- Practical exercise: Assessing your communication strengths and challenges.

Day 2: Assertiveness and Clarity in Communication

- Understanding assertive communication and how it differs from passive or aggressive styles.
- Crafting clear, concise, and purposeful messages.
- Expressing opinions, needs, and expectations professionally.
- Giving and receiving feedback effectively.
- Adapting communication styles to different personalities and audiences.
- Using questions to improve clarity and engagement.
- Role play: Practicing assertive communication in workplace scenarios.

Day 3: Conflict Resolution and Difficult Conversations

- Understanding conflict styles, triggers, and common workplace tensions.
- Techniques for de-escalating tense situations.
- Managing disagreement with respect and professionalism.
- Negotiation and collaborative problem-solving skills.
- Handling criticism and negative feedback constructively.
- Preparing for and leading difficult conversations.
- Practical exercise: Resolving a workplace conflict through structured communication.

Day 4: Non-Verbal Communication and Emotional Intelligence

- Reading and interpreting body language, facial expressions, and tone.
- Mastering your own non-verbal cues for stronger communication impact.
- Understanding the connection between emotions and communication behavior.
- Developing emotional intelligence in professional interactions.
- Managing emotions in high-stress situations.
- Building self-awareness, empathy, and relationship management skills.
- Workshop: Using emotional intelligence to improve communication outcomes.

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Day 5: Presentation Skills and Professional Relationships

- Structuring impactful presentations with clear messages.
- Engaging audiences through voice, presence, and storytelling.
- Overcoming public speaking anxiety.
- Responding to questions and handling audience reactions.
- Networking and relationship-building techniques.
- Applying communication skills in meetings, presentations, negotiations, and daily interactions.
- Final activity: Delivering a short presentation and receiving constructive feedback.

Individual Impact

- Improve confidence in speaking, listening, and expressing ideas.
- Strengthen your ability to build and maintain professional relationships.
- Enhance your emotional intelligence and self-awareness.
- Improve conflict resolution and difficult conversation skills.
- Increase confidence in public speaking and presentations.
- Develop better understanding of non-verbal cues and interpersonal dynamics.

Work Impact

- Improve teamwork, collaboration, and workplace relationships.
- Reduce misunderstandings, tension, and communication gaps.
- Support a more respectful and harmonious work environment.
- Strengthen client, stakeholder, and internal communication.
- Improve meeting effectiveness, feedback quality, and problem-solving.
- Build a stronger communication culture across teams and departments.

Training Methodology

This program uses a practical and interactive learning approach to help participants build communication confidence and interpersonal effectiveness. Learning methods include:

- Interactive discussions and guided facilitation.
- Communication style self-assessments.
- Active listening and empathy exercises.
- Role plays for assertive communication and difficult conversations.
- Conflict resolution and negotiation scenarios.
- Non-verbal communication observation activities.
- Presentation practice with peer and facilitator feedback.
- Practical tools, checklists, and personal action planning.

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) on it, set against a background of concentric circles.

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Beyond the Course

Upon completion, participants will be equipped to communicate more clearly, confidently, and professionally in a variety of situations. They will return ready to:

- Listen actively and respond with greater empathy.
- Communicate ideas, expectations, and feedback more clearly.
- Manage conflicts and difficult conversations constructively.
- Use non-verbal communication with greater awareness.
- Deliver presentations with more confidence and impact.
- Build stronger relationships that support professional success and workplace harmony.

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