

€ TRAINING

Interpersonal Communication Skills



13 - 17 October 2025
Tbilisi (Georgia)



Interpersonal Communication Skills

REF: Q2085 DATE: 13 - 17 October 2025 Venue: Tbilisi (Georgia) - Fee: 5830 Euro

Introduction:

Interpersonal Communication Skills are vital for fostering effective relationships and collaboration. They include active listening, empathy, and clear verbal and nonverbal communication. Mastering these skills helps resolve conflicts, express oneself assertively, and build strong connections. This training program focuses on enhancing communication skills for personal and professional growth, emphasizing effective communication, conflict resolution, and feedback techniques. Participants will learn to manage communication behaviors, develop cross-cultural communication strategies, and foster a productive work environment through active listening and constructive feedback.

Program Objectives:

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

- Utilize the skills necessary for effective communication.
- Demonstrate proficiency in intercultural communication.
- Apply strategies for attentive, empathic listening.
- Manage interpersonal conflicts effectively.
- Utilize constructive criticism and feedback techniques.

Targeted Audience

- Professionals seeking to improve their communication skills in workplace interactions.
- Managers and team leaders aiming to enhance team dynamics and collaboration.
- Employees looking to strengthen their interpersonal communication skills.

Program Outline:

Unit 1:

Effective Communication:

- Communication levels and definitions; functions of communication.
- The 4 principles of interpersonal communication.
- Elements of the communication process.

- Aspects of communication delivery.
- Nonverbal communication and building rapport.
- Common miscommunication sources and overcoming barriers.

Unit 2:

Communication Across Cultures:

- Guidelines for improving cross-cultural communication.
- Understanding the 'DiSC' personal development profile.
- Stages of team development and growth.
- The art of persuasion and universal laws of persuasion.
- Expanding your sphere of influence.
- Communicating effectively within multicultural teams.

Unit 3:

Active Listening:

- Differences between hearing and listening.
- Active versus passive listening.
- Tips to enhance active listening skills.
- Key aspects of active listening and skills inventory.
- Various questioning techniques: closed, open, and probing questions.
- Pitfalls of leading questions and how to avoid them.

Unit 4:

Communication Behavior and Conflict Management:

- Types of communication behaviors: assertive, passive, and aggressive.
- Verbal and non-verbal components of communication behaviors.
- Understanding and managing conflict: types, sources, and styles.
- Essential conflict management skills.

- Techniques for saying 'no' and guidelines for applying it.
- Strategies for effective conflict management.

Unit 5:

Constructive Feedback and Criticism:

- Importance and value of feedback.
- Differences between positive and negative feedback.
- Techniques for giving constructive criticism.
- Approaches to receiving and handling criticism.