Interpersonal Skills and Self Development

Communication and Relationship Management Skills

Course Introduction

Effective communication skills and adept relationship management play essential roles in the success of any company or institution, as these fundamental competencies are crucial for the well-being and prosperity of organizations.

In this training program, we adopt a practical approach to examining both components, emphasizing the development of enduring and impactful networks. From structuring, evaluating, and articulating one's ideas to cultivating successful and purposeful connections, this training program establishes a robust groundwork for interacting with others in a meaningful manner.

Participants will have the opportunity to explore various associated skills and hone them before returning to their workplace. Additionally, they will gain insights into how adept relationship builders facilitate the smooth flow of information within an organization, garner support from individuals, and achieve desired goals and outcomes.

Target Audience

Customer service managers, account managers, HR professionals, and anyone involved in managing internal or

external relationships and seeking to improve their communication and relationship-building skills.

Learning Objectives

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

- Acknowledge the impact of context in communication and relationship building
- Grasp the significance of trust in establishing thriving relationships
- Discern, assess, and involve stakeholders using the power/interest matrix
- Identify and actively pursue relationship prospects that contribute value and yield results
- Cultivate, oversee, and foster relationships, transitioning from transactional to transformational
- Extend and diversify the network of influence and success

Course Outline

- **01 Day One**

Establishing Connections and the Importance of Trust

- Exploring the significance of relationships and trust
- Expanding perspectives beyond individual interests
- Addressing challenges posed by contemporary habits
- Unpacking the significance of trust
- Contrasting positive relationships with coerced connections
- The Johari Window: A tool for understanding relationships

• 02 Day Two

Navigating Relationships and Enhancing Communication

- Identifying the three essential components of communication
- Evaluating the importance of assertiveness, considering its pros and cons
- The Botari Box: An approach to effective communication
- Cultivating workplace rapport

Connecting on an Emotional Level

- Meeting stakeholders' expectations
- Crafting compelling messages that resonate emotionally
- Adapting messages to align with stakeholders' preferences and needs

• 03 Day Three

Fostering and Influencing Relationships

- Examining power dynamics and the art of influence
- Drawing insights from Dale Carnegie and enhancing self-awareness
- Recognizing the contextual factors influencing relationship building
- Embracing feedback and diverse perspectives
- Cultivating relationships as an investment
- Transitioning from transactional to transformational connections
- How to nurture positive relationships?
- Practical Application.

Mastering Successful Networking

- Recognizing the advantages of building a robust network
- Key considerations for effective networking
- Simple yet impactful tips for building and expanding your network
- Practical Application.

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
April 21, 2025	April 23, 2025	3 days	4950.00 $	USA - Texas
June 15, 2025	June 17, 2025	3 days	3250.00 $	Bahrain - Manama

FROM	TO	DURATION	FEES	LOCATION
Oct. 6, 2025	Oct. 8, 2025	3 days	3250.00 $	UAE - Dubai