

# Interpersonal Communication Skills Course

## Venue Information

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**Venue:** London UK

**Place:**

**Start Date:** 2026-04-28

**End Date:** 2026-05-02

## Course Details

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**Net Fee:** £4750.00

**Duration:** 1 Week

**Category ID:** MAL

**Course Code:** MAL-123

## Syllabus

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### Course Syllabus

#### Program Objectives:

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

- Acquire the skills necessary for communicating in an effective manner.
- Improve their ability to communicate across cultures.
- Employ techniques for listening actively and empathically.
- Communicate in an assertive manner.
- Manage interpersonal conflict.
- Handle feedback and criticism constructively.

#### Course Outlines

##### Effective Communication

- Communication Beyond Words
- Sources of Miscommunication: Barriers
- Overcoming Communication Barriers

## **Communication Across Cultures**

- Improving Cross-Cultural Communication: Guidelines
- Managing Perceptions and Biases
- Understanding Communication Styles
- The Cross-Cultural Communication Skill Set
- Communicating within Multi-Cultural Teams
- Universal Laws of Persuasion: Process

## **Active Listening**

- Hearing versus Listening
- Mastering Active Listening
- Asking the Right Questions
- Five Probing Techniques
- Pitfalls of Leading Questions

## **Communication Behavior and Conflict Management**

- Passive, Aggressive and Assertive Behavior
- Verbal and Non-Verbal Elements of Communication
- Understanding Conflict: Sources
- Conflict Management Styles
- Mastering Conflict Management Skills
- Learning to Say No

## **Constructive Feedback and Criticism**

- The Value of Feedback
- Positive and Negative Feedback
- Giving Constructive Criticism
- Dealing with Negative Criticism