



# Training Course

## Mastering Personal & Interpersonal Skills

### Description

At Global Horizon, we recognize that strong personal and interpersonal skills are key to professional success. This five-day training course equips participants with essential tools to enhance communication, develop emotional intelligence, build confidence, and strengthen relationships. Through interactive discussions and practical exercises, attendees will gain the skills needed to navigate workplace dynamics, resolve conflicts, and lead with confidence.

### Mastering Personal & Interpersonal Skills Course Objectives

- Develop Self Awareness & Personal Effectiveness
- Enhance Emotional Intelligence & Empathy
- Apply Advanced Communication Techniques
- Resolve Conflicts Effectively
- Build Assertiveness & Confidence

### Who Should Attend?

- Team Leaders & Managers looking to enhance team dynamics
- Professionals aspiring to leadership & management roles
- Employees aiming to improve communication & conflict resolution skills
- Customer Service Representatives striving for better client interactions
- HR Professionals focused on employee development & engagement
- Any professional committed to personal & career growth

### Course Outline

#### Day 1: Foundations of Personal Mastery

- Understanding **self-awareness** and personal growth
- Identifying strengths & areas for improvement
- Setting **personal & professional goals**
- Cultivating a **growth mindset**

#### Day 2: Emotional Intelligence Essentials

- Defining emotional intelligence & its impact on success
- Recognizing & managing personal emotions
- Developing empathy & understanding others's emotions
- Building emotional resilience

- Applying emotional intelligence in the workplace

### **Day 3: Advanced Communication Skills**

- Principles of effective communication
- Active listening & non-verbal communication cues
- Enhancing persuasive speaking abilities
- Overcoming communication barriers
- Tailoring messages to different audiences

### **Day 4: Conflict Resolution & Relationship Building**

- Understanding the nature of workplace conflicts
- Applying strategies for constructive conflict resolution
- Fostering positive and productive relationships
- Building trust & collaboration within teams
- Negotiation techniques for win-win outcomes

### **Day 5: Assertiveness & Leadership Development**

- Defining assertiveness & its benefits
- Techniques for confident & respectful self-expression
- Exploring leadership styles & key qualities
- Applying interpersonal skills in leadership roles