

aractech

Global Learning for Operational Leaders



INTERPERSONAL SKILLS AND SELF DEVELOPMENT

Communication and Relationship Management Skills

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Course content

Why Attend

Superior communication skills and relationship management are integral parts of any successful company or institution. Such foundational competencies are critical for healthy and prosperous organizations. In this training course, we look at both ingredients from a practical approach to building long-term, influential networks. From organizing, analyzing and communicating one's thoughts to building successful and purposeful relationships, this course offers a solid foundation to engage with others the right way. Participants will get the opportunity to discover many associated talents, and practice them before they head back to their workplace. They will also learn how great relationship builders enhance the flow of information within an organization, win people's support, and attain desired goals and results.

Course Methodology

- This course relies on active participation as a core activity relying on different business scenarios and case studies to impart critical knowledge and skills about successful communication and relationship management. The course also uses a mix of interactive techniques, such as brief presentations by the participants, different role-plays, practical team and individual exercises, and self-evaluations.

Course Objectives

- Understand the role of trust in building successful relationships
- Identify, analyze and engage stakeholders – the power / interest matrix
- Recognize the role of context when communicating and building relations with others
- Identify and pursue relationship opportunities that bring value and achieve results
- Develop, manage and nurture relationships – moving from transactional to transformational
- Expand and broaden the network of influence and success

Target Audience

- Leaders, managers, supervisors and all those keen on improving their networking and influencing skills. This course is essential for those who appreciate working with people rather than on people, and see the great benefits that result from building powerful trusting relationships.
- Target Competencies
- Building trust based relationships

- Influencing others

Course outline

Detailed course outline

Module-by-module outline for Communication and Relationship Management Skills.

Module 1 - Relationships and the trust factor

- Introduction to human relations
- The good, the bad and the ugly
- The need for relationships and networks
- Thinking beyond oneself
- The challenges of modern day habits
- Why trust matters?

Seminar dates

Available seminar dates

Live dates and pricing for Communication and Relationship Management Skills generated from the course details page.

Date	Location	Format	Fee
11 - 15 May 2026	Paris	Classroom	€3,150
8 - 12 June 2026	Frankfurt	Classroom	€2,275
6 - 10 July 2026	Barcelona	Classroom	€2,695
10 - 14 August 2026	Frankfurt	Classroom	€2,275
14 - 18 September 2026	Rome	Classroom	€2,975
5 - 9 October 2026	Kuala lumpur	Classroom	€1,575
16 - 20 November 2026	Barcelona	Classroom	€2,695

Live online option

Online delivery is available at €1,250.