

aractech

Global Learning for Operational Leaders



COMMUNICATION AND WRITING SKILLS | CWS-003

Interpersonal Communication: Building Stronger Relationships Through Dialogue

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Course content

Why Attend

Why Attend?

Effective interpersonal communication is the foundation of strong relationships, whether at work, at home, or in social settings. This course focuses on developing the skills needed to communicate clearly, listen actively, and resolve conflicts constructively. By the end of the course, participants will be equipped to build trust, foster collaboration, and create deeper connections through dialogue.

Course Methodology

- Lectures : Expert-led sessions on interpersonal communication principles and techniques.
- Role-Playing : Simulated scenarios to practice communication skills.
- Group Discussions : Collaborative activities to share experiences and insights.
- Self-Assessments : Tools to identify personal communication strengths and areas for improvement.
- Exercises and Activities : Hands-on practice for applying communication strategies.

Course Objectives

- Understand the principles of effective interpersonal communication.
- Develop active listening skills to better understand others.
- Learn to express themselves clearly and assertively.
- Master techniques for managing and resolving conflicts.
- Build empathy and emotional intelligence to strengthen relationships.

Target Audience

- This course is ideal for:
- Professionals looking to improve workplace communication and collaboration.
- Managers and team leaders aiming to build stronger teams.
- Individuals seeking to enhance personal relationships.

Course outline

Detailed course outline

Day-by-day outline for Interpersonal Communication: Building Stronger Relationships Through Dialogue.

Day 1 - Foundations of Interpersonal Communication

- What is interpersonal communication? Key principles and importance.
- The communication process: Sender, message, receiver, and feedback.
- Barriers to effective communication and how to overcome them.
- Activity: Self-assessment of communication strengths and weaknesses.

Day 2 - Active Listening and Empathy

- The importance of active listening in building relationships.
- Techniques for active listening: Paraphrasing, summarizing, and asking questions.
- Developing empathy: Understanding others' perspectives and emotions.
- Activity: Role-playing active listening and empathetic responses.

Day 3 - Verbal and Non-Verbal Communication

- Speaking clearly and assertively: Tone, pace, and word choice.
- The role of non-verbal communication: Body language, eye contact, and gestures.
- Aligning verbal and non-verbal cues for consistent messaging.
- Activity: Practicing verbal and non-verbal communication in pairs.

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Day 4 - Managing and Resolving Conflicts

- Understanding the sources of conflict in communication.
- Strategies for constructive conflict resolution: Collaboration and compromise.
- De-escalating tense situations and finding common ground.
- Activity: Role-playing conflict resolution scenarios.

Day 5 - Building Trust and Strengthening Relationships

- The role of trust in interpersonal communication.
- Techniques for building and maintaining trust through dialogue.
- Emotional intelligence: Managing emotions and fostering positive interactions.
- Course wrap-up: Key takeaways and action plans for continued improvement.
- Additional Notes :
- Each day includes breaks and time for Q&A.

Seminar dates

Available seminar dates

Live dates and pricing for Interpersonal Communication: Building Stronger Relationships Through Dialogue generated from the course details page.

Date	Location	Format	Fee
15 - 19 June 2026	Barcelona	Classroom	€2,695
20 - 24 July 2026	Frankfurt	Classroom	€2,275
3 - 7 August 2026	Rome	Classroom	€2,975
7 - 11 September 2026	Kuala Lumpur	Classroom	€1,575
12 - 16 October 2026	Barcelona	Classroom	€2,695
9 - 13 November 2026	London	Classroom	€2,940
14 - 18 December 2026	Munich	Classroom	€2,415

Live online option

Online delivery is available at €1,250.