Training Course on Mastering Personal and Interpersonal Skills

Professional Development Training Course Outline

Category	Development	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today's hyper-connected, fast-paced professional world, the ability to master personal and interpersonal skills is crucial for career advancement and workplace harmony. Training Course on Mastering Personal and Interpersonal Skills is designed to equip individuals with the emotional intelligence, critical thinking, self-confidence, empathy, active listening, and teamwork skills needed to thrive in diverse environments. As automation and AI reshape industries, soft skills are becoming the new power skills, differentiating exceptional professionals from average ones.

Whether you're navigating high-stakes negotiations, managing conflict, building effective relationships, or enhancing personal productivity, this course offers the tools, strategies, and real-world case studies to transform both individual performance and group collaboration. Through interactive modules, self-assessments, and practical exercises, learners will gain actionable insights to enhance their professional presence, influence, and communication across all levels of an organization.

Programme Curriculum

Training Course on Mastering Personal and Interpersonal Skills

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performance and group collaboration. Through interactive modules, self-assessments, and practical exercises, learners will gain actionable insights to enhance their professional presence, influence, and communication across all levels of an organization.

Course Objectives

1. Build emotional intelligence for leadership success.
2. Strengthen self-awareness and personal development habits.
3. Master effective verbal and nonverbal communication techniques.
4. Enhance problem-solving and decision-making skills.
5. Cultivate empathy for better team collaboration.
6. Increase productivity through time management and self-regulation.
7. Develop resilience and mental agility in the workplace.
8. Manage workplace conflict with assertive communication.
9. Boost confidence and personal branding in professional settings.
10. Create authentic connections through active listening.
11. Strengthen networking and relationship-building capabilities.
12. Learn how to give and receive constructive feedback.
13. Navigate cross-cultural communication with emotional sensitivity.

Target Audience

1. Corporate Managers
2. Entry-Level Professionals
3. Team Leaders
4. Entrepreneurs
5. HR Professionals
6. Customer Service Representatives
7. College Graduates
8. Healthcare Practitioners

Course Duration: 5 days

Course Modules

Module 1: Emotional Intelligence in Action

- Understanding EQ vs IQ
- Recognizing and managing emotions
- Using EQ for conflict resolution
- Enhancing emotional regulation
- Building trust with empathy
- **Case Study:** How Microsoft boosted team productivity through EQ training

Module 2: Self-Awareness and Personal Growth

- Self-reflection techniques
- Identifying personal strengths and weaknesses
- Creating a personal growth plan
- Mindfulness for clarity
- Goal-setting for self-improvement
- **Case Study:** A CEO’s transformation through daily journaling

Module 3: Effective Communication Strategies

- Verbal vs. nonverbal cues

- Storytelling for impact
- Listening without interruption
- Clarifying and confirming understanding
- Public speaking techniques
- **Case Study:** TED speaker's success using intentional language

Module 4: Time Management & Productivity Hacks

- Prioritization using Eisenhower Matrix
- Blocking distractions for deep work
- SMART goal implementation
- Daily rituals for peak performance
- Overcoming procrastination
- **Case Study:** Productivity increase at Google through time audits

Module 5: Conflict Resolution and Negotiation

- Identifying sources of conflict
- Win-win negotiation techniques
- The art of assertive communication
- De-escalating tension in teams
- Mediating interpersonal disputes
- **Case Study:** Union vs. Management dispute resolved through empathy

Module 6: Team Collaboration and Influence

- Building synergy in diverse teams
- Collaborative decision-making
- Enhancing group accountability
- Peer motivation tactics
- Developing influence without authority
- **Case Study:** Startup team's growth through agile collaboration

Module 7: Feedback, Coaching, and Mentorship

- Constructive feedback models (e.g., SBI, BOOST)
- Creating safe feedback environments
- Coaching conversations that inspire
- Peer-to-peer mentoring systems
- Recognizing and reinforcing strengths
- **Case Study:** Feedback transformation at a Fortune 100 company

Module 8: Cross-Cultural and Virtual Communication

- Navigating cultural sensitivity
- Virtual communication etiquette
- Managing remote teams effectively
- Inclusive language practices
- Adapting to communication styles
- **Case Study:** Remote team conflict resolved via virtual empathy training

Training Methodology

- Experiential learning via role plays and simulations
- Group discussions and breakout activities
- Case study analysis and reflection exercises

- Real-time coaching and mentoring practice
- Personalized feedback and action planning
- Interactive workbooks and digital resources

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
21 Sep 2026	25 Sep 2026	Online	$1,000
21 Sep 2026	25 Sep 2026	Physical	$1,500
21 Sep 2026	25 Sep 2026	Physical	$0
21 Sep 2026	25 Sep 2026	Physical	$0
21 Sep 2026	25 Sep 2026	Physical	$0
21 Sep 2026	25 Sep 2026	Physical	$0
21 Sep 2026	25 Sep 2026	Physical	$0

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21 Sep 2026	25 Sep 2026	Physical	$0

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com