

Leadership, Communication, and Interpersonal Skills

Bringing the Psychology of Emotional
Intelligence to Life

22 - 26 Aug 2022	Dubai	US\$ 4,350
12 - 16 Dec 2022	New York	US\$ 6,350
06 - 10 Mar 2023	Istanbul	US\$ 5,350
14 - 18 May 2023	Dubai	US\$ 4,350
21 - 25 Aug 2023	Dubai	US\$ 4,350
11 - 15 Dec 2023	New York	US\$ 6,350



Leadership, Communication, and Interpersonal Skills

Bringing the Psychology of Emotional Intelligence to Life



About the Course

As a manager or leader, the way we communicate and relate to other people has a profound impact on our lives, both inside and outside the workplace. Individuals who possess interpersonal finesse often excel: their relationships flourish, their views are sought, and their careers are usually on an upward trajectory.

This 5-day interactive training course provides the delegates with an opportunity to take a deep-dive into the world of Leadership, Communication and Interpersonal Skills. Learners will begin by laying a foundation of self-awareness - through positive self-inquiry and engaging with their conditioning and belief systems.

The Leadership, Communication & Interpersonal Skills training course guides the delegates through the psychology of Emotional Intelligence. It offers ample opportunities to develop interpersonal skills such as connecting with and 'reading' others, persuasion, motivation and influencing. A further element covered is navigating difficult interpersonal situations and learning strategies for dealing with conflict and disagreements. The delegates will be developing authenticity and leadership 'presence' and provide opportunities for developing the skills of speaking and presenting effectively to groups or large audiences. As a result of attending this training course, they can expect to sharpen their interpersonal effectiveness considerably and walk away with a rich arsenal of tools, techniques and insights that help them lead, communicate and relate to others on a whole different level.

Core Objectives

Delegates will achieve the following objectives:

- Developing an understanding of self: Reading our unique behaviour
- Drawing in others: How to connect with and be heard by other people
- How to have powerful conversations as a leader
- Techniques for navigating challenging interpersonal encounters
- Communicating effectively with groups and large audiences
- Developing authenticity, self-expression, and charisma

Training Approach

This training course is driven by a blended learning approach and draws on various adult learning techniques such as action learning, experiential exercises, group discussions, video case studies, role play and self-reflection activities. The resulting variety helps delegates stay engaged throughout the course, feel challenged and draw quick wins for their development. It also ensures delegates are exposed to ample opportunities to apply what they learn to the real-world challenges they face back in the workplace.

The Attendees

This training course is suitable for anyone in a leadership or managerial position who wishes to develop their communication effectiveness and interpersonal skills or for those who might be moving into such a position in the near future

Likewise, it will be valuable to the professionals but not limited to the following:

- Sales and Marketing Managers
- Project Managers who lead teams
- Finance, Legal or HR Managers
- Managers in the fields of product innovation, development or engineering
- Division or Branch Managers
- Managing Directors

DAILY DISCUSSION

DAY ONE

UNDERSTANDING YOURSELF

- Understanding your leadership and management style
- Leveraging the JOHARI Window to assess self-awareness
- Conditioning: De-coding the filters through which we perceive the world
- Building Emotional Intelligence through Self-awareness
- Self-Leadership: Conducting your personal SWOT analysis

DAY TWO

UNDERSTANDING AND DRAWING IN OTHERS

- The Push-Pull approach to getting results with others
- Covey's 5th Habits: Seek first to understand, then to be understood
- Understanding what drives others - the CORE dichotomies
- Reading Body Language and Micro Expressions
- Building your Leadership Brand

DAY THREE

COMMUNICATION - ACCESS TO LEADERSHIP POWER

- The Mechanics of Communication: Encoding and Decoding
- Building rapport and authentically connecting with others
- Active Listening and Skilled Questioning
- The Psychology of Persuasion
- Influencing and Negotiating desired Outcomes

DAY FOUR

NAVIGATING DIFFICULT CONVERSATIONS

- Navigating Interpersonal Conflict
- Conflict Resolution Styles: The Thomas-Kilmann Model
- The anatomy of emotional hijacking
- How to handle disagreements?
- Using assertiveness when it matters

DAY FIVE

COMMUNICATING WITH GROUPS AND AUDIENCES

- First Impressions Count: Managing how other people perceive us
- Managing leadership authenticity and self-expression
- Being 'Present': Developing presence and charisma
- Getting Your Point Across: Presenting effectively to audiences