

COURSE BROCHURE

# Interpersonal Skills and Relationship Building

Professional Training Course

Skillslab Training Provider

Skills for Tomorrow's World 



## Course Description

### Course Overview

Interpersonal Skills and Relationship Building is a comprehensive, knowledge-based training program designed to enhance how professionals interact, communicate, and build effective working relationships across organizational levels. The course focuses on the principles, models, and behavioral frameworks that explain interpersonal dynamics in the workplace, including trust, communication styles, influence, and collaboration. Rather than emphasizing role-play-heavy workshops, the program builds a strong conceptual understanding that participants can apply consistently in daily professional interactions.

For new managers and first-time supervisors, interpersonal skills are a core leadership capability. Managers succeed not only through technical expertise, but through their ability to build trust, manage relationships, and influence others constructively. As part of leadership training for new managers, this course explains how strong interpersonal skills support team engagement, reduce conflict, improve communication, and create a positive working environment that drives sustainable performance.

### Key Outcomes

By the end of this program, participants will be able to...

- By the end of this program, participants will be able to explain the foundations of effective interpersonal skills in the workplace.
- By the end of this program, participants will be able to recognize different communication and interaction styles.
- By the end of this program, participants will be able to build professional relationships based on trust and respect.
- By the end of this program, participants will be able to communicate more clearly and constructively with colleagues and teams.
- By the end of this program, participants will be able to manage interpersonal differences professionally.
- By the end of this program, participants will be able to strengthen collaboration and cooperation within teams.

- By the end of this program, participants will be able to align interpersonal behavior with organizational values and expectations.

### **Who Should Attend**

This course is designed for professionals whose roles require frequent interaction, coordination, and relationship management, including:

- First-time managers and newly appointed supervisors
- Team leaders and unit heads
- Middle managers and department coordinators
- High-potential employees preparing for leadership roles
- Human resources and people management professionals
- Employees working in collaborative or cross-functional environments

**Prerequisites:** No prerequisites.

### **Course Outline by Modules**

The course is delivered over five structured days, with each day addressing a key aspect of interpersonal skills and relationship building in the workplace.

#### **Day 1: Foundations of Interpersonal Skills**

- Understanding interpersonal behavior in organizations
- The importance of relationships in professional success
- Interpersonal skills as a leadership competency
- Individual behavior and its impact on others
- Common interpersonal challenges at work

#### **Day 2: Communication Styles and Workplace Interaction**

- Verbal and non-verbal communication principles
- Recognizing different communication styles
- Adapting communication to different audiences
- Listening as a core interpersonal skill
- Avoiding miscommunication and assumptions

#### **Day 3: Trust, Credibility, and Professional Relationships**

- Repairing strained working relationships

**Day 4: Collaboration, Influence, and Relationship Management**

- Interpersonal skills in teamwork and collaboration
- Influencing others without formal authority
- Managing interpersonal differences constructively
- Relationship building across departments
- Supporting cooperation and mutual respect

**Day 5: Sustaining Strong Workplace Relationships**

- Long-term relationship management strategies
- Interpersonal skills for managers and supervisors
- Aligning behavior with organizational culture
- Continuous improvement of interpersonal effectiveness
- Personal development planning for relationship skills

**Methodology**

This new manager leadership course is delivered using a primarily theoretical and concept-driven methodology. The program emphasizes structured interpersonal models, communication frameworks, and leadership principles that explain how relationships are built and sustained in professional environments. Learning is facilitated through expert-led explanations, simplified workplace cases, and guided discussions rather than intensive experiential workshops.

Interaction includes individual reflection and light group discussions to reinforce understanding while maintaining focus on knowledge transfer. Training materials include summary sheets, a participant workbook, relationship-mapping templates, and a practical interpersonal skills toolkit that can be reviewed or applied using standard office software. Optional minimal pre-work or follow-up support may be provided upon request only.

**Assessment & ROI**

Participant understanding is assessed during the sessions through short quizzes, guided question-and-answer discussions, and recap checks conducted by the instructor. These in-session assessments focus on comprehension of interpersonal principles, communication concepts, and management skills training relevant

measurement is managed by the client organization and is outside the scope of our delivery. Optional follow-up support can be provided upon request.

### **Instructor Profile**

Instructor assignment depends on the delivery date and city. We work with a global pool of trainers. Please contact us to confirm the most suitable available instructor for this course based on schedule and location.

### **Conclusion**

Interpersonal Skills and Relationship Building is a leadership fundamentals course that strengthens how managers and professionals connect, communicate, and collaborate in the workplace. As part of a broader supervisor leadership program and leadership development for team leaders, this course supports first-time manager training by improving trust, communication quality, and working relationships. Participants receive a certificate of completion, and organizations benefit from stronger collaboration, reduced conflict, and more effective leadership interactions. We invite you to contact us to tailor the delivery format—onsite, online, or blended—and duration options to meet your organizational needs.

# Contact Us

For registration inquiries, upcoming dates, or group pricing, please contact us:

**Website**

[www.skillslab-training.com](http://www.skillslab-training.com)

**Email**

[info@skillslab-training.com](mailto:info@skillslab-training.com)

**WhatsApp**

+966 559 653 447

**Generated by Skillslab Training**

[info@skillslab-training.com](mailto:info@skillslab-training.com) | WhatsApp: +966 559 653 447

[www.skillslab-training.com](http://www.skillslab-training.com)