

Advanced Communication and Interpersonal Skills Mastery

2027 □□□□□ 8 – 4
Amman (Jordan)

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Advanced Communication and Interpersonal Skills Mastery

2022-2023 **1888-185055** **Location:** Amman (Jordan) **Fees:** 4200 GBP

Why This Course

Effective communication is the cornerstone of leadership and professional success. In today's fast-paced, collaborative work environments, the ability to convey ideas clearly, manage emotions, and resolve conflicts can significantly impact team performance and organizational outcomes.

This intensive 5-day program equips participants with advanced communication and interpersonal skills. Through interactive exercises, real-world case studies, and practical simulations, attendees will learn to influence, inspire, and lead with confidence in any professional setting.

What You'll Learn and Practice

By participating in this program, you will:

- Master advanced verbal and non-verbal communication techniques.
- Develop exceptional active listening and empathetic engagement skills.
- Enhance emotional intelligence to improve workplace relationships and team dynamics.
- Apply advanced conflict resolution and negotiation strategies.
- Strengthen leadership communication for motivating and inspiring teams.
- Cultivate a personal brand through effective interpersonal influence.

The Program Flow

Day 1: Foundations of Advanced Communication

- Communication models and professional applications.
- Verbal communication mastery: tone, pitch, and pacing.
- Non-verbal cues: body language, gestures, and microexpressions.
- Building presence and authority in diverse professional settings.

Day 2: Active Listening and Empathy

- Advanced listening techniques to enhance understanding.
- Practicing empathy in workplace interactions.
- Overcoming barriers to effective listening.
- Reflective listening exercises and empathetic response scenarios.

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Day 3: Emotional Intelligence in the Workplace

- Core components of emotional intelligence: self-awareness, self-regulation, motivation.
- Developing social awareness and relationship management skills.
- Applying EI to lead teams effectively and navigate challenges.
- Strategies for maintaining composure in high-stress situations.

Day 4: Conflict Resolution and Negotiation

- Identifying and adapting to conflict styles.
- Advanced negotiation techniques for collaborative solutions.
- Mediation skills for resolving team and organizational conflicts.
- Role-playing exercises for practical conflict management.

Day 5: Leadership Communication and Personal Branding

- Crafting a compelling leadership communication style.
- Inspiring and motivating teams through effective messaging.
- Building and maintaining a strong personal brand.
- Integrating advanced skills into everyday professional interactions.

Individual Impact

- Greater confidence in handling complex interpersonal situations.
- Enhanced leadership presence and ability to influence teams.
- Improved conflict resolution skills for a more harmonious workplace.
- A distinctive personal brand that supports career advancement.

Organizational Impact

- More effective team communication and collaboration.
- Improved workplace relationships and reduced conflict.
- Stronger leadership alignment with organizational goals.
- Increased overall productivity and employee engagement.

Training Methodology

- Interactive workshops and scenario-based exercises.
- Real-world case studies and role-playing simulations.
- Peer discussions with structured feedback for skill refinement.
- Practical tools and techniques for immediate workplace application.

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A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. The board is checkered, and there are concentric circles in the background.

Beyond the Course

Participants will leave equipped to:

- Communicate with clarity and influence across all levels of the organization.
- Lead teams effectively by leveraging emotional intelligence and active listening.
- Resolve conflicts constructively while maintaining professional relationships.
- Build and project a strong personal and professional brand.

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