

Build Interpersonal Relations Training

Course Duration: 08 Hours

Course Code: BIRT

1. Course Overview

Build Interpersonal Relations Training is designed to help professionals develop strong workplace relationships, improve communication skills, and foster collaboration. This course focuses on emotional intelligence, active listening, conflict resolution, and building trust to create a positive and productive work environment.

2. What You'll Learn

- Effective verbal and non-verbal communication skills
- Active listening and empathy techniques
- Building trust and rapport in professional settings
- Conflict resolution and problem-solving strategies
- Emotional intelligence in workplace interactions
- Team collaboration and relationship management
- Handling difficult conversations professionally

3. Target Audience

- Working professionals across all industries
- Team leaders and managers
- HR professionals
- Sales and customer-facing roles
- Fresh graduates entering the workforce
- Anyone looking to improve interpersonal skills

4. Pre-Requisites

- No technical background required
- Basic understanding of workplace communication
- Willingness to learn and practice soft skills
- Open mindset for personal and professional development

5. Course Content

Module 1: Introduction to Interpersonal Skills

- Importance of interpersonal relationships
- Types of workplace interactions

Module 2: Communication Fundamentals

- Verbal and non-verbal communication
- Barriers to effective communication

Module 3: Emotional Intelligence (EI)

- Understanding emotions
- Managing self and others

Module 4: Active Listening & Empathy

- Listening techniques
- Building empathy in conversations

Module 5: Building Trust & Relationships

- Trust-building strategies
- Rapport development

Module 6: Conflict Management

- Types of conflicts

- Resolution techniques

Module 7: Team Collaboration

- Working in diverse teams
- Strengthening team dynamics

Module 8: Handling Difficult Situations

- Managing criticism and feedback
- Professional behavior under pressure

