

Interpersonal Skills Training

Course Duration: 08 Hours

Course Code: IST

1. Course Overview

Interpersonal Skills Training focuses on developing effective communication, emotional intelligence, teamwork, and professional behavior in the workplace. This course helps individuals build strong relationships, handle conflicts, and improve collaboration, leading to better productivity and career growth in any industry.

2. What You'll Learn

- Effective verbal and non-verbal communication
- Active listening techniques
- Building strong professional relationships
- Conflict resolution and problem-solving
- Emotional intelligence and self-awareness
- Team collaboration and leadership basics
- Time management and workplace etiquette
- Confidence and presentation skills

3. Target Audience

- Working professionals across industries
- Freshers and graduates entering the workforce
- Team leaders and managers
- Customer-facing roles (sales, support, HR)
- Anyone looking to improve communication and personality development

4. Pre-Requisites

- No technical background required
- Basic understanding of workplace environment (preferred)
- Willingness to learn and improve communication skills

5. Course Content

Module 1: Introduction to Interpersonal Skills

- Importance of soft skills
- Types of interpersonal skills

Module 2: Communication Skills

- Verbal & non-verbal communication
- Barriers to communication
- Active listening

Module 3: Emotional Intelligence

- Self-awareness
- Self-regulation
- Empathy

Module 4: Teamwork & Collaboration

- Working in teams
- Building trust
- Role of leadership

Module 5: Conflict Management

- Types of conflicts
- Resolution strategies

- Negotiation skills

Module 6: Professional Etiquette

- Workplace behavior
- Email and meeting etiquette
- Personal grooming

Module 7: Time & Stress Management

- Prioritization techniques
- Stress handling strategies

Module 8: Presentation & Confidence Building

- Public speaking
- Body language
- Overcoming fear

