

interpersonal communication

course description

Although technology can make communication more efficient, it does little to improve the quality of interpersonal communication, which is an essential component of effective management. Many of the seemingly invincible problems that organisations face today are rooted in communication issues. Effective interpersonal communication, therefore, is often a key factor in resolving such problems.

The objective of this course is to help participants develop their interpersonal communication skills and thus work more productively with their colleagues. The course has a workshop format and makes extensive use of exercises, role plays and games.

learning objectives

By the end of the course, delegates will have a good understanding of:

- the elements of the communication process
- the importance of active listening as the foundation for interpersonal communication
- the benefits of empathy in relating to others
- the principles of responding adequately
- the importance of non-verbal cues
- the barriers to effective interpersonal communication and how to overcome them

target audience

Anyone who wants to develop their interpersonal communication skills

REGISTRATION FORM

Form to be completed by training department / line manager

Interpersonal Communication

I, undersigned

| | |
|-----------------|--|
| Name | |
| First name | |
| Company | |
| Position | |
| Telephone | |
| Fax | |
| Email | |
| Billing address | |

register the following person/people for the above-mentioned training course :

| | Name | First name | Position |
|---------------|------|------------|----------|
| Mr / Mrs / Ms | | | |
| Mr / Mrs / Ms | | | |
| Mr / Mrs / Ms | | | |
| Mr / Mrs / Ms | | | |
| Mr / Mrs / Ms | | | |
| Mr / Mrs / Ms | | | |
| Mr / Mrs / Ms | | | |
| Mr / Mrs / Ms | | | |

I have read and accept the following terms and conditions

Date and signature

Please return this form by fax to +352 22.55.99.99 or +352 22.06.39

Terms and conditions

Fees

The rate for the training course is 400 Euro per person per day. The fee includes all supporting material, lunch and refreshments.

Payment

The course fee must be paid in full on receipt of invoice. An invoice will be dispatched after completion of training.

Cancellation policy

Courses that have been booked may be cancelled up to 10 business days before the scheduled date. If the course is cancelled after that time, it will be subject to a cancellation fee of 50% of the fees due up to 5 business days before the scheduled date and 100% after that time.

fast training reserves the right to delay or cancel training course at any time without liability. In these circumstances, participants will be offered an alternative date.

Contact

For further information, please contact your Coordination Manager:

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