

# € TRAINING

Advanced Communication and Interpersonal  
Skills



15 - 19 July 2024  
Baku (Azerbaijan)  
Holiday Inn Baku



# Advanced Communication and Interpersonal Skills

REF: Z38 DATE: 15 - 19 July 2024 Venue: Baku (Azerbaijan) - Holiday Inn Baku Fee: 5830 Euro

## Introduction:

This training program is tailored to enhance participants' proficiency in effective communication and interpersonal interactions. Through it, participants will cultivate stronger professional relationships, resolve conflicts constructively, and navigate complex social dynamics with confidence.

## Program Objectives:

At the end of this program, participants will be able to:

- Identify different approaches to interpersonal relationships.
- Improve organizational communications.
- Discover different personal listening styles.
- Develop skills in building rapport with others.
- Practice and use assertiveness skills in different situations.
- Say No and disagree with others assertively.
- Enhance the ability to influence different personalities.
- Develop strategies for creating a positive work environment by build and developing motivated teams and individuals through harnessing the power of personal motivation and effective communication.

## Targeted Audience:

- Employees.
- Supervisors.
- Senior and Middle Managers.

## Program Outlines:

### Unit 1:

#### Defining Effective Communication:

- Myths in Communication.

- Elements of Our Communication with Others.
- Communication Windows.
- Identifying Approaches to Interpersonal Relationships.
- Characteristics of Effective Communicators.
- Communicating within Teams, Organizational Communication.

## Unit 2:

### The Art of Listening:

- The Personal Listening Profile.
- Identifying Listening Approaches.
- Active Listening Techniques.
- Effective Listening and Paraphrasing.
- The Use of Clarification Techniques.

## Unit 3:

### Understanding Others Filter Systems:

- Internal Representational Systems.
- Eliciting Meta Programs.
- Building Rapport with Others.
- The Heart of Effective Persuasive Communication.
- Using Questions as Probes.

## Unit 4:

### Assertiveness Skills:

- Definition of Assertiveness.
- The Power of Self Talk.
- Assertive Rights and Corresponding Responsibilities.
- Learning How to Say No.

- Feedback and Assertiveness.
- Ten Activities to Practice Assertive Behavior.

## Unit 5:

### Influencing Others:

- Secret of Influencing.
- What Makes an Effective Influencer.
- Influencing through Rapport.
- Sources of Individual Power.
- Understanding Influencing Styles.
- A Recipe for Successful Influencing.
- Influencing Different Personalities.