

**COURSE OVERVIEW SS0121**  
**Communication and Interpersonal Skills**  
**(E-Learning Module)**

**Course Title**

Communication and Interpersonal Skills  
 (E-Learning Module)

**Course Reference**

SS0121

**Course Format & Compatibility**

SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

**Course Duration**

30 online contact hours  
 (3.0 CEUs/30 PDHs)



**Course Description**



Building professional communication and interpersonal skills is very critical in this complicated business environment. Such important skills form major part of our way of thinking, working processes, strategy development, human interaction and team building. In today's ever-changing business environment, individuals find themselves having to build new relationships all the time as more networking is expected.



This E-Learning course is designed to provide participants with a detailed and up-to-date overview of communication and interpersonal skills. It covers the listening and responding effectively to others; the five levels of active listening and the powerful listening tool empathy; learning a communication model for increased workplace productivity; the seven methods for developing better interpersonal and communication skill; the assertiveness theory and interpersonal skills; the four behaviours of assertiveness theory; the differences between informing and directing messages; the face-to-face discussions and the tools, expressions, questions that can be used in directing open and transparent conversations; the strategies for effective professional networking both within and outside the company; the personality, whole brain thinking and communication.



During this interactive course, participants will learn the aspects of shaping interpersonal and communication skills; the vital factors that influence intra-personal skills as well as building self-esteem and self-confidence; the components of interpersonal communication and the way to converse; the listening skills, body language and business applications of interpersonal and communication skills; the impact of effective communication and the important aspects to focus on in the workplace; the passive, aggressive and assertive; managing conflict and change; the sources of organizational conflict; resolving and managing conflict and change; the conflict management style; the eight steps to conflict resolution, developing communication skills and dealing challenging behaviours; the stakeholder management; the art and skill of negotiating; the stress management; the important aspects of stress, six hazards in the workplace, signs of stress and stress factors; the various ways to reduce stress; the Aristotle's rhetoric model including ethos, logos and pathos; and the influencing skills, communication and the art of listening and active listening.

### **Course Objectives**

By the end of the program the participants will be able to:-

- Apply and gain an in-depth knowledge on communication and interpersonal skills
- Understand and practice critical elements of interpersonal and communication skills
- Recognize interpersonal and communication skills that promote success with co-workers
- Discuss the barriers to the effective use of interpersonal and communication skills
- Understand how to blend and communicate with different style
- Be able to use non-verbal clues that shows they are listening and practice how to identify emotions by interpreting body language, tone, facial expressions etc, as well as understand the breakdown of communication between words, tone and body language
- Understand and be familiar with gender and culture differences to avoid any complexity
- Listening and responding effectively to others, discuss the five levels of active listening and learn the powerful listening tool empathy
- Asking questions the gateway to open thinking and learn a communication model for increased workplace productivity
- Apply seven methods for developing better interpersonal and communication skill
- Understand and practice assertiveness theory and interpersonal skills
- Discuss the four behaviours of assertiveness theory
- Explore an assertive communication model for giving effective criticism
- Identify differences between informing and directing messages
- Be able to advise colleagues on who are the key external stakeholders that would have direct impact on own role and how to approach them



- Have practiced holding face-to-face discussions with seniors to be able to identify which tools, expressions, questions can be used in directing open and transparent conversations
- Understand and practice strategies for effective professional networking both within and outside the company (with external stakeholders)
- Understand and have practiced using the tools used to enhance networks
- Understand and practice how to move stakeholder discussions and conversations to business topics in a sensitive and appropriate way
- Discuss personality, whole brain thinking and communication as well as the aspects shaping interpersonal and communication skills
- Carryout interpersonal skills, communication skills and different types of behaviour
- Identify the vital factors that influence intra-personal skills as well as build self-esteem and self-confidence
- Recognize the components of interpersonal communication and the way to converse
- Apply listening skills, body language and business applications of interpersonal & communication skills
- Identify the impact of effective communication and the important aspects to focus on in the workplace
- Avoid misunderstanding, provide direction, apply healthy culture, encourage accountability and improve internal communications
- Get employees buy-in, make objectives and goals public, use on-line tools instead of meetings, establish regular processes and train people in the language of sharing
- Use mobile tools, survey the employees and discuss passive, aggressive and assertive
- Practice giving assertive responses, deal with demands and criticism as well as give and receive compliments
- Manage conflict and change, identify the sources of organizational conflict, resolve conflict and manage conflict and change
- Apply conflict management style, the eight steps to conflict resolution, develop your communication skills and deal challenging behaviours
- Carryout stakeholder management and the art and skill of negotiating as well as invent options for mutual gain and use objective criteria
- Employ stress management and discuss the important aspects of stress, the six hazards in the workplace, signs of stress and stress factors
- Suggest various ways to reduce stress and explain Aristotle's rhetoric model including ethos, logos and pathos
- Implement influencing skills, communication and the art of listening and active listening



### Who Should Attend


This course provides an overview of all significant aspects and considerations of communication and interpersonal skills all employees who are interested in developing their communication and interpersonal skills.

### Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course.

### Certificate Accreditations


Certificates are accredited by the following international accreditation organizations: -

-  USA International Association for Continuing Education and Training (IACET)

Haward Technology is an Authorized Training Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 1-2013 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 1-2013 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

-  British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

### **Training Methodology**

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

### **Course Fee**

As per proposal

### **Course Contents**

- Personality
- What Determines Personality
- Heredity
- Environment
- Situation
- Whole Brain Thinking and Personality
- Benefits
- Exercise
- Introduction to Communication
- Definition of Communication
- Kincaid's Convergence Model of Communication
- Class Activity 1. Telephone
- Elements in the Communication Process
- Element 1: Sender/Source
- Element 2: Receiver/Audience
- Element 3: Communication Situation
- Element 4: Purpose of the Communication
- Element 5: Message



- Element 6: Encoding
- Element 7: Communication Medium Channel
- Element 8: Decoding and Interpretation
- Element 9: Feedback
- Aspects Shaping Interpersonal & Communication Skills
- Interpersonal Skills
- Communication Skills
- Types of Communication
- Basic Interpersonal Skills
- Aspects Shaping Interpersonal & Communication Skills
- Attitude and Behaviour
- Different Types of Behaviour
- Culture and Language
- Culture
- Language
- Religion
- Beliefs Include the Following
- Maslow's Hierarchy of Human Needs
- Personality Types & Communication Styles
- Myers-Briggs Type
- ESTJ; ESTP; ISTJ; ISTP.
- ENTJ; ENTP; INTJ; INTP.
- ESFJ; ESFP; ISFJ; ISFP.
- ENFJ; ENFP; INFJ; INFP.
- Vital Factors that Influence Intra-Personal Skills
- Perspective
- Perspective: The Way We Think
- Reflections of Our Perspective
- Self-Esteem
- Why a High Self-Esteem
- Self-Confidence
- Building Self-Confidence Steps (1-9)
- Components of Interpersonal Communication



- Conversation (How?)
- The Way to Converse
- Listening Skills
- Body Language
- Environment
- Self-Appearance
- Friendship
- Business Applications of Interpersonal & Communication Skills
- A Good Team Needs Technical and Non-Technical People
- How Effective Communication Increases Productivity in the Workplace
- Impact of Effective Communication
- Important Aspects to Focus on in the Workplace
- Empowerment
- Avoids Misunderstandings
- Provide Direction
- Healthy Culture
- Encourage Accountability
- How to Improve Internal Communications
- Encourage Sharing, Input and Dialogue
- Have Managers Lead by Example
- Get Employees Buy-In
- Make Objectives and Goals Public
- Use On-Line Tools Instead of Meetings
- Establish Regular Processes
- Train People in the Language of Sharing
- Use Mobile Tools
- Survey Your Employees
- Being Assertive
- Assertiveness – An Introduction
- What Is Assertiveness?
- Passive, Aggressive and Assertive
- Being Assertive
- Why People are Not Assertive



- Building Assertiveness in 4 Steps
- Realize Where Changes are Needed and Believe in Your Rights
- Find Appropriate Ways of Asserting Yourself in Each Specific Situation that Concerns You
- Practice Giving Assertive Responses
- Try Being Assertive in Real Life Situations
- Useful Quote on Assertiveness
- Assertiveness in Specific Situations: Demands, Criticism and Compliments
- Dealing with Demands
- Dealing with Criticism
- Giving and Receiving Compliments
- Introduction to Managing Conflict & Change
- Sources of Organizational Conflict
- Resolving Conflict
- Managing Conflict & Change
- Myths and Truths About Conflict
- Manager's Greatest Mistakes in Conflict Resolution
- Conflict Management Style
- Applications of Conflict Management
- Managing Conflicts
- Eight Steps to Conflict Resolution
- Create an Effective Atmosphere
- Clarify Perceptions
- Focus on Individual and Shared Needs
- Look into the Future and Not the Past
- Generate Options
- Develop "Do-Ables" and Stepping Stones
- Strive for Mutual Benefit Agreement
- Flexibility - Key to Conflict Resolution
- Agreeing to Disagree
- Developing Your Communication Skills
- All Conflicts can be Resolved by Communication
- Resolving Conflict Begins with Listening
- Managing Conflicts – Passive Behaviour







- Managing Conflicts – Aggressive Behaviour
- Managing Conflicts – Unintentional Behaviour
- Exercise
- Dealing with Challenging Behaviours
- Exercise
- Stakeholder Management
- Understanding Different Perspective & Viewpoints
- Stakeholder Management
- The Art & Skill of Negotiating
- Negotiations
- Focus on the Win-Win
- Six Paradigms of Human Interaction
- Win/Win
- Win/Lose
- Lose/Win
- Lose/Lose
- Win
- Win/Win or No Deal
- What is a Win-Win Situation?
- Principled Negotiation Within the Win-Win Scenario
- Separate People from the Problem
- Focus on Interests, Not Positions
- Invent Options for Mutual Gain
- Use Objective Criteria
- Know Your BATNA (Best Alternative to a Negotiated Agreement)
- Negotiation Tactics
- Negotiation Tactic 1: Pre-Emptive Strike! Atomic Bomb
- Negotiation Tactic 2: Building Block
- Negotiation Tactic 3: Backward Negotiating
- Negotiation Tactic 4: Linking Issues
- Negotiation Tactic 5: Messenger
- Negotiation Tactic 6: Silence
- Negotiation Tactic 7: Deadlines





- Negotiation Tactic 8: What If.../ Suppose I..
- Negotiation Tactic 9: Exploration Meeting
- Negotiation Tactic 10: Hero
- Negotiation Tactic 11: Good Guy-Bad Guy
- Negotiation Tactic 12: Full Disclosure
- Negotiation Tactic 13: All I Can Afford
- Negotiation Tactic 14: Trade Up
- Negotiation Tactic 15: Problem Transfer
- Negotiation Tactic 16: In Writing
- Negotiation Tactic 17: Test & Switch
- Negotiation Tactic 18: Stop Me
- Negotiation Tactic 19: United Front
- Negotiation Tactic 20: Back Burner
- Negotiation Tactic 21: Broken Record
- Negotiation Tactic 22: Emotion
- Negotiation Tactic 23: All Levels
- Negotiation Tactic 24: Physical Unpredictability
- Negotiation Tactic 25: Recessing or a Walk-Out
- Negotiation Tactic 26: Ask Why
- Negotiation Tactic 27: Personal Obligation
- Negotiation Tactic 28: Flinch
- Negotiation Tactic 29: Guilt
- Negotiation Tactic 30: Discredit
- Negotiation Tactic 31: Higher Authority
- Negotiation Tactic 32: Waffle
- Negotiation Tactic 33: Divide and Rule
- Negotiation Tactic 34: Diversion
- Negotiation Tactic 35: Original Position
- Negotiation Tactic 36: One More Thing or Nibble
- Negotiation Tactic 37: New Faces
- Negotiation Tactic 38: Confidentiality
- Stress Management
- Purpose



- Definitions of Stress
- Important Aspects of Stress
- Pressure and Stress
- Six Hazards in the Workplace
- Demands
- Control
- Support
- Relationships
- Role
- Change
- Signs of Stress
- Work Performance
- Regression
- Aggressive Behaviour
- Withdrawal
- Physical Signs
- Other Behaviours
- Stress Factors
- Higher Risk Factors for Stress
- What Is Stressful to You?
- Legal Responsibility
- Stress Issues for Managers
- Key Points
- The “Fight or Flight” Response
- Not All Stress is Bad
- Stress Response: Example
- Suggestions for Reducing Stress
- Find a Support System
- Change Your Attitude
- Be Realistic
- Get Organized and Take Charge
- Take Breaks, Give Yourself "Me Time."
- Take Good Care of Yourself

- Learn to Say "No."
- Get Regular Exercise
- Get a Hobby, Do Something Different
- Slow Down
- Laugh, Use Humor
- Learn to Relax
- Relaxation Exercises
- Fundamentals of Persuasion
- Why Speeches
- Aristotle's Rhetoric Model
- Ethos
- 3 Easy Ways for a Speaker to Establish a Favourable Ethos
- Logos
- 3 Easy Ways of Using the Logical Appeal, Logos, Effectively
- Pathos
- 3 Easy Ways a Speaker Can Use the Emotional Appeal, Pathos, Effectively
- Influencing Skills
- Communication and the Art of Listening
- Worth of Listening
- Food for Thought
- Listen Actively to Show Understanding
- Active Listening Requires
- Active Listening (3 Steps)
- Step 1: Listen
- Step 2: Question
- Step 3: Reflect-Paraphrase
- Barriers to Listening
- Active Listening Tips
- Being Assertive
- Assertiveness – An Introduction
- What is Assertiveness?
- Persuasion Skills
- Why Speeches - Class Activity