INTERPERSONAL SKILLS

IN22 Interpersonal Effectiveness and Collaborative Employee Relations

In today's dynamic workplace, effective interpersonal skills and collaborative relations are crucial for achieving exceptional performance and fostering a productive environment. This essential course aims to enhance delegates' abilities to build rapport, handle challenging situations, and communicate ideas with precision and clarity. Over the course, participants will develop key leadership skills, improve their assertiveness, and master effective communication techniques. Additionally, they will learn to cultivate a collaborative team environment, and enhance problem-solving and decision-making skills. By the end of this course, delegates will be equipped with practical tools and approaches to boost their performance and address workplace challenges confidently.

Course Information

Duration: 5 days

London (£4950): 2nd February 2026, 27th April 2026, 22nd June 2026, 10th August 2026, 5th October 2026, 23rd November 2026, 1st February 2027, 26th April 2027, 5th July 2027, 23rd August 2027, 18th October 2027, 6th December 2027, 13th March 2028

Companies nominating 3 or more delegates to attend the same programme will enjoy a special discount on the course fees.

Upon completion of one of our CPD certified courses, delegates will be awarded both an LMC certificate and a CPD certificate. No examination required.

Who is the course suitable for?

This course is designed for Managers, Supervisors, Team and Project Leaders, and those responsible for providing clear direction to others. It is ideal for professionals in mid-level management and supervisory roles who aim to enhance their managerial skills, team leadership, performance management, and effective communication within the workplace. This course is suitable for individuals looking to advance in their careers by strengthening their leadership abilities and fostering a collaborative work environment.

Course profile

Leadership Skills

- Developing knowledge of personal leadership style
- Understanding the impact of leadership styles on team cohesion
- Developing Emotional Intelligence
- Encouraging innovation and learning
- Sustaining team growth and nurturing new leaders

Developing Personal Impact through Assertiveness

- Understanding non-assertive behaviours and managing them
- Applying assertiveness techniques
- Recognising and standing up for assertive rights
- Building confidence for successful outcomes
- Practising assertiveness in real-life scenarios

Effective Communication Skills

- Exploring the communication cycle and its barriers
- Improving communication with the Johari Window
- Enhancing listening and hearing skills for better understanding
- Employing effective questioning techniques
- Using persuasive body language tools

Building a Successful Collaborative Team

- Aligning teams with the organisation's vision
- Leading through the stages of team development
- Identifying roles and behaviours of a successful team
- Shifting from silos to collaboration
- Facilitating team-building activities

Problem-Solving and Decision-Making in Teams

- Understanding principles of effective decision making and problem-solving
- Utilising practical problem-solving tools and techniques
- Identifying decision-making styles and their appropriate use
- Recognising barriers to effective decision making

- Applying decision-making processes to real-world scenarios

Competencies

At the end of this course, delegates will be able to:

- Develop and adapt their leadership style to enhance team performance.
- Utilise emotional intelligence to improve interpersonal interactions.
- Apply assertiveness techniques to manage conflicts and express ideas confidently.
- Implement effective communication strategies to build strong workplace relationships.
- Facilitate team development and encourage a collaborative environment.
- Employ problem-solving tools to address workplace challenges.
- Make informed and effective decisions within a team setting.
- Foster a culture of innovation and continuous improvement within their teams.

Course Booking

Call us: +44 (0) 207 724 6007

Email us: training@lmcuk.com

www.lmcuk.com

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