

Refining your Interpersonal Skills

Using emotional intelligence to understand the link between communication and influence to deliver stakeholder value

 Programme Date
19 May 2026

 Duration
3 Days

Mode of Delivery: Hybrid

 Programme Fee:
N850,000



Overview

In the current dynamic business environment, effective communication and strong interpersonal relationships are more critical than ever. Leaders who understand themselves and others can inspire, influence, and motivate teams more effectively. This programme focuses on helping participants develop self-awareness, emotional intelligence, and cultural sensitivity to build meaningful workplace relationships.

Through practical exercises, real-life scenarios, and interactive discussions, participants will explore the fundamentals of intrapersonal and interpersonal communication, manage conflicts constructively, and learn to influence across all levels of their organisation. By the end of the programme, participants will be equipped with the tools and techniques to strengthen relationships, navigate workplace dynamics, and maximize their positive impact on colleagues and stakeholders.

Key Learning Outcomes

- Acquire practical tools and techniques for effective communication and building strong workplace relationships.
- Develop competencies in Emotional Intelligence (EQ) and Cultural Intelligence (CQ) to enhance influence and collaboration.
- Learn strategies for managing interpersonal conflict, preventing communication barriers, and leading with impact across teams.

Structure and Curriculum

Foundations of Emotional & Interpersonal Intelligence

- Intrapersonal and interpersonal intelligence
- Social and cultural intelligence
- Tools and techniques for increasing competence in the Emotional Intelligence (EI) domain
- Relationship between Emotional Intelligence (EI) and interpersonal relations

Self-Management & Cognitive Skills

- The power of the brain: using the brain to manage self and others

Communication & Influence

- Effective communication and listening skills
- Giving and receiving criticism
- Influencing 360°: managing your boss and peers
- Leadership communication

Conflict, Etiquette & Relationship Management

- Conflict management
- Social and business etiquette

Faculty



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Reservations/additional Information

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