



Learning & Development



# Effective Communication & Interpersonal Skills



*Master the Art of Connecting, Influencing & Building Stronger Relationships*



Feel Struggle?

- ✗ Misunderstandings
- ✗ Low confidence in expressing ideas
- ✗ Difficulty building rapport & influencing others

👉 This practical program, grounded in Neuroscience & NLP techniques, will help you communicate clearly, confidently & effectively — both at work and in life.



**Grace**

Psychology, NLP, NeuroScience



Duration: 1 Day



Location: In House Training



**Certificate Provided**



**HRDF Claimable**



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# Effective Communication & Interpersonal Skills

## Introduction

Effective communication is one of the most crucial skills to possess in the 21st century, both on the professional and personal front. Having a good set of communication skills allows us to foster good working relationships with our peers, get key ideas across and change a person's perspective on a particular situation. Our ability to influence others and make a positive impact at work & society is dependent on our ability to convey facts, concepts and opinions across in a tactful manner.

Now how can we achieve all that? What if I tell you there is a systematic communication tool based on the study of neuroscience that can be used to help us communicate clearly, accurately & with confidence. By using the technology of NLP, this program will address some techniques that can be used by participants to communicate more objectively in the workplace, build strong relationship and exercise positive influence over others.

## Key Learning Outcomes

Upon completion of this workshop, participants should be able to:

1. **Understand the process & barriers** to effective communication for better audience connection
2. **Develop the ability to effectively influence** a communication process through rapport building
3. **Identify ways to connect with audiences** & elevate positive interaction through enhanced understanding of human thinking processes
4. **Cultivate better communication** synergy for greater interpersonal relationships

## Workshop Methodology

Training will be delivered in a highly interactive and experiential format, incorporating the following methods:

1. **Group Exercises and Activities** – Hands-on tasks designed to reinforce concepts and encourage active participation.
2. **Facilitated Group Discussions** – Open dialogue guided by the trainer to deepen understanding and explore different perspectives.
3. **Real-Life Issue Exploration** – Participants are encouraged to share workplace and personal challenges, making the learning highly relevant and practical.
4. **Experiential Learning Techniques** – Interactive experiences that create a dynamic and engaging learning environment.
5. **Thorough Debriefing** – Each activity is followed by a debrief session to connect key insights to real-world application and personal growth.

# **Program Outline**

## **Module 1: Elevating Interpersonal Skills**

1. DOPE Personality Profiling
2. Meta Programs
3. Confidence Communicator

## **Module 2: Rapport Building**

1. Four steps to rapport building
2. The Rapport Dance
3. Matching, Pacing & Leading
4. From Resistance to Compliance

## **Module 3: Boosting Our Interpersonal Skills**

1. Conflict Management
2. Agreement Frame
3. Power of reframe