

# Leadership & Management Development



## 1.8 Human Relations and Interpersonal Skills

The programmes within this Communication pillar are not “off-the-shelf” courses. They are designed as a menu of development options that can be combined, adapted and shaped to reflect what is really happening inside your organisation. What initially presents as a “communication problem” frequently turns out to be something deeper – a question of confidence, trust, conflict, influence or clarity of management.

These outlines are therefore best read as catalysts for discussion – prompts to help you reflect on how people currently communicate, where friction or misunderstanding arises and what kind of development will genuinely shift behaviour. In practice, the most effective solutions often draw on complementary elements from across our other pillars – Personal Development, Management and Leadership, Business Development and Senior-Level Leadership and Talent Development. Every intervention we deliver is built in partnership with you, around your culture, your people and the outcomes you need to achieve.

### Course Overview

Strong working relationships are fundamental to a positive and productive workplace. This one-day programme provides practical tools to improve communication, build trust and collaborate effectively with colleagues and stakeholders.

Participants will learn how to communicate with clarity, respond to challenges constructively and contribute to a respectful team culture. They will leave with greater personal awareness and confidence in their ability to connect well with others.

### Who Should Attend

**Relevant for anyone who works with others and wants to:**

- Strengthen communication and collaboration skills
- Build rapport and positive relationships
- Navigate different personalities and working styles
- Resolve disagreements more constructively

Suitable across all roles, levels and industries.

### Context

Work is built on relationships. When relationships are positive, communication flows and performance improve. When they break down, even simple tasks become difficult. Leaders need emotional intelligence to recognise how behaviour affects others and how trust is earned or lost.

At Expleo we help leaders strengthen their relational impact by building self-awareness and social understanding. This programme equips individuals to communicate more effectively, support others and contribute to a positive working culture.

### How Certification is Earned

Upon successful completion of this course, participants will be awarded a certificate of attendance from Expleo Academy.

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## Course Objectives

**By the end of the programme participants will be able to:**

- Communicate clearly and listen actively
- Strengthen self-awareness and emotional intelligence
- Build and sustain positive working relationships
- Respond to conflict with confidence and composure
- Demonstrate respect and inclusivity when working with diverse groups
- Contribute to a constructive and supportive team culture

## Course Outline

### 1. Foundations of Interpersonal Skills

- Why relationships matter at work
- Communicating to understand and be understood

### 2. Developing Emotional Intelligence

- Recognising emotional triggers in oneself and others
- Using empathy to improve connection and trust

### 3. Building Positive Relationships

- Active listening and effective questioning
- Strengthening rapport through consistency and respect

### 4. Responding to Conflict

- Identifying common causes of interpersonal tension
- Approaches for finding collaborative solutions

### 5. Embracing Diversity and Inclusion

- Understanding different perspectives
- Communicating sensitively in a multicultural environment

### 6. Team Collaboration

- Encouraging shared accountability and contribution
- Behaviours that support a productive team climate

## Training Methodology

**This programme is highly interactive, using:**

- Group discussions and practical exercises
- Real workplace scenarios brought to life with forum theatre
- Facilitator coaching and feedback

Participants will gain practical tools to apply immediately in their daily work interactions

## Contact

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