

Communication and Relationship Management Skills

Professional training programme



SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

Superior communication skills and relationship management are integral parts of any successful company or institution. Such foundational competencies are critical for healthy and prosperous organizations. In this training course, we look at both ingredients from a practical approach to building long-term, influential networks. From organizing, analyzing and communicating one's thoughts to building successful and purposeful relationships, this course offers a solid foundation to engage with others the right way. Participants will get the opportunity to discover many associated talents, and practice them before they head back to their workplace. They will also learn how great relationship builders enhance the flow of information within an organization, win people's support, and attain desired goals and results.

Why Attend

This course relies on active participation as a core activity relying on different business scenarios and case studies to impart critical knowledge and skills about successful communication and relationship management. The course also uses a mix of interactive techniques, such as brief presentations by the participants, different role-plays, practical

Who Should Attend

Leaders, managers, supervisors and all those keen on improving their networking and influencing skills. This course is essential for those who appreciate working with people rather than on people, and see the great benefits that result from building powerful trusting relationships.

— Learning Objectives

- Understand the role of trust in building successful relationships
- Identify, analyze and engage stakeholders – the power / interest matrix
- Recognize the role of context when communicating and building relations with others
- Identify and pursue relationship opportunities that bring value and achieve results
- Develop, manage and nurture relationships – moving from transactional to transformational
- Expand and broaden the network of influence and success

— Course Outline

DAY
1

Relationships and the trust factor

- Introduction to human relations
- The good, the bad and the ugly
- The need for relationships and networks
- Thinking beyond oneself
- The challenges of modern day habits
- Why trust matters?
- Positive relationships versus forced relationships
- The Johari Window
- What influences relationships and networks?

— Upcoming Classroom Dates

DATE	LOCATION	FEE
5 - 9 October 2026	Kuala Lumpur - Malaysia	€1,400
16 - 20 November 2026	Barcelona - Spain	€1,925
7 - 11 December 2026	London - United Kingdom	€2,100
11 - 15 January 2027	Frankfurt - Germany	€1,625
8 - 12 February 2027	Barcelona - Spain	€1,925
8 - 12 March 2027	Frankfurt - Germany	€1,625
12 - 16 April 2027	Rome - Italy	€2,125
10 - 14 May 2027	Kuala Lumpur - Malaysia	€1,400

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.