

Interpersonal Communication: Building Stronger Relationships Through Dialogue

Course code: CWS-003



SPARK TRAINING

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

info@sparktraining.eu

+31 85 115 0004 | sparktraining.eu

— Workshop Overview

Effective interpersonal communication is the foundation of strong relationships, whether at work, at home, or in social settings. This course focuses on developing the skills needed to communicate clearly, listen actively, and resolve conflicts constructively. By the end of the course, participants will be equipped to build trust, foster collaboration, and create deeper connections through dialogue.

Why Attend

This course is highly interactive and practical, featuring:

-

Who Should Attend

Professionals looking to improve workplace communication and collaboration.

Managers and team leaders aiming to build stronger teams.

Individuals seeking to enhance personal relationships.

Customer service representatives and client-

— Learning Objectives

- Understand the principles of effective interpersonal communication.
- Develop active listening skills to better understand others.
- Learn to express themselves clearly and assertively.
- Master techniques for managing and resolving conflicts.
- Build empathy and emotional intelligence to strengthen relationships.

— Course Outline

DAY
1

Foundations of Interpersonal Communication

- What is interpersonal communication? Key principles and importance.
- The communication process: Sender, message, receiver, and feedback.
- Barriers to effective communication and how to overcome them.
- Activity: Self-assessment of communication strengths and weaknesses.

DAY
2

Active Listening and Empathy

- The importance of active listening in building relationships.
- Techniques for active listening: Paraphrasing, summarizing, and asking questions.
- Developing empathy: Understanding others' perspectives and emotions.
- Activity: Role-playing active listening and empathetic responses.

DAY
3

Verbal and Non-Verbal Communication

- Speaking clearly and assertively: Tone, pace, and word choice.
- The role of non-verbal communication: Body language, eye contact, and gestures.
- Aligning verbal and non-verbal cues for consistent messaging.
- Activity: Practicing verbal and non-verbal communication in pairs.

DAY
4

Managing and Resolving Conflicts

- Understanding the sources of conflict in communication.
- Strategies for constructive conflict resolution: Collaboration and compromise.
- De-escalating tense situations and finding common ground.
- Activity: Role-playing conflict resolution scenarios.

DAY
5

Building Trust and Strengthening Relationships

- The role of trust in interpersonal communication.
- Techniques for building and maintaining trust through dialogue.
- Emotional intelligence: Managing emotions and fostering positive interactions.
- Course wrap-up: Key takeaways and action plans for continued improvement.

— Upcoming Classroom Dates

DATE	LOCATION	FEE
12 - 16 October 2026	Barcelona - Spain	€1,925
9 - 13 November 2026	London - United Kingdom	€2,100
14 - 18 December 2026	Munich - Germany	€1,725
18 - 22 January 2027	Barcelona - Spain	€1,925
15 - 19 February 2027	Frankfurt - Germany	€1,625
15 - 19 March 2027	Rome - Italy	€2,125
19 - 23 April 2027	Kuala Lumpur - Malaysia	€1,400
17 - 21 May 2027	Barcelona - Spain	€1,925

— 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.