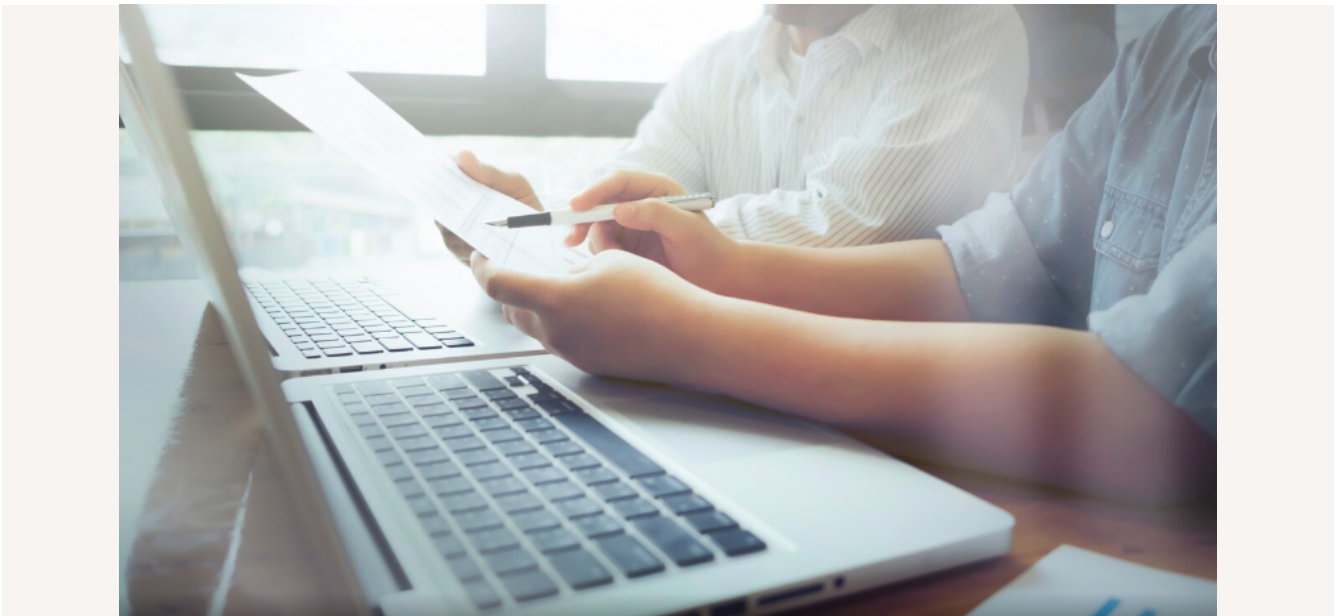




INTERPERSONAL SKILLS AND SELF DEVELOPMENT

Master Class on Leading People & Innovation

Professional training programme



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

What is Leadership Success? Many would say “sustainability” others “profitability”. Whatever your definition, leadership success depends upon productivity and having a competitive advantage. Productivity comes through people, not just ordinary people but people who are engaged. Competitive advantage comes from the ability to innovate and change to meet ever changing demands from global customers. Both require a more effective leader who creates rapport, synergy and two-way trust. Engagement is crucial to personal and business success. Leaders need to develop highly effective business relationships through emotional intelligence and influence and engage people more effectively. Leaders cannot live on their reputation whilst others take the competitive advantage. They must learn from their mistakes. Creativity and innovation are the keys to the future. Engagement and improved workplace productivity are essential to your company’s sustainability. This Master Class on Leading People & Innovation training course firstly aims to provide you with the Effective People Skills that will arm you with a rich and powerful range of skills and methods to help you gain the full benefits of interpersonal and intrapersonal excellence. The second aim focuses on Innovation & Productivity in the Workplace to build the critical skills that will enable delegates to build productive relationships and successfully interact with others in the organisation. This Master Class on Leading People & Innovation training course will provide an ‘MBA level’ experience in terms of content, instruction, discussion, and team exercises.

Why Attend

This course uses instructor-led sessions, guided discussion, and practical exercises built around Day one: The Core Interpersonal Skill, Day two: Building Winning Working Relationships, Day three: Understanding Groups and Team Dynamics, and day four: teamwork and collaboration.

Who Should Attend

This Master Class on Leading People & Innovation training course is designed for professionals at all levels and across all functions or disciplines, who seek to inform and enhance their organisational and professional practice. It is specifically directed at those who wish to take responsibility for identified “gaps” between their

— Learning Objectives

- Person-to-Person communication
- Barriers to effective communication
- Non-verbal communication
- The Active listening models
- Styles of communication

- Preparing and delivering great presentations

Course Outline

DAY
1

Day one: The Core Interpersonal Skill

- Person-to-Person communication
- Barriers to effective communication
- Non-verbal communication
- The Active listening models
- Styles of communication
- Preparing and delivering great presentations

DAY
2

Day two: Building Winning Working Relationships

- The TRUST Factor
- Avoiding the collusion phenomenon
- A Change of Heart
- Interpersonal Dialogue: Core Principles
- Understand the definition and meaning of interpersonal
- Harnessing harmful behavior

DAY
3

Day three: Understanding Groups and Team Dynamics

- High performing teams vs. traditional work group
- The three elements of high-performance teams
- Understanding the types of teams
- The stages of team development
- Team member styles
- Capitalizing on the team player styles within your team
- Micro political conflict in organisations: the transactional analysis perspective
- Personality traits, behaviours and conflict management
- Relationship Awareness Theory: managing my personal response to conflict
- Managing without confrontation: assertive communications
- Preparing for effective negotiating: influence and the characteristics of world class negotiators
- Generating Productive Outcomes: the Agreement Box model of 'win- win'

DAY
4

Day four: Teamwork and Collaboration

- Giving and receiving effective feedback
- Dealing with conflict Constructively
- Symptoms of conflict situations
- Getting to win-win
- Understanding team player styles
- Fostering and encouraging team creativity
- Prioritization and time management: focusing on the critical objectives
- Taking control: essential tips for personal productivity
- Transformational objectives: From SMART performance to SMARTER performance
- Leading productive meetings work: managing appreciating and utilizing diversity
- Leading meetings with creative flair: thinking differently for new answers
- Project management overview and fundamentals: first steps

DAY
5

Day five: Increasing Personal Productivity

- Growing your personal power
- Achieving emotional excellence inner mastery
- Our time and your life
- Growing personal productivity
- Direction through personal Integrity
- Designing a strategic plan for your life and career
- Building the positive self-image
- Establishing empowering beliefs
- NLP and the power of optimism to create the future you deserve
- The power of proactivity: the first competence on the road to excellence
- Psychological profiling : the science of personality and performance
- Professional competence: the added value you bring to the organisation

— Upcoming Classroom Dates

DATE	LOCATION	FEE
19 - 23 October 2026	Kuala Lumpur - Malaysia	€1,400
2 - 6 November 2026	Munich - Germany	€1,725
21 - 25 December 2026	Amsterdam - Netherlands	€2,125
18 - 22 January 2027	Rome - Italy	€2,125
15 - 19 February 2027	Kuala Lumpur - Malaysia	€1,400
15 - 19 March 2027	Barcelona - Spain	€1,925
19 - 23 April 2027	London - United Kingdom	€2,100
17 - 21 May 2027	Geneva - Switzerland	€2,625

— 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.