Training Course on Leadership, Communication, and Interpersonal Skills

Professional Development Training Course Outline

Category	Leadership and Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s rapidly evolving global marketplace, professionals are required to master more than technical proficiency. Success in any career hinges on the ability to lead with vision, communicate with impact, and build strong interpersonal relationships. Training Course on Leadership, Communication, and Interpersonal Skills is crafted to empower emerging leaders, team members, and decision-makers to refine their personal influence, enhance emotional intelligence, and lead collaborative success. Through engaging content, real-world case studies, and practical modules, participants will gain essential soft skills that drive organizational performance and individual growth.

This results-driven training focuses on transformational leadership, assertive communication, active listening, conflict resolution, and team collaboration. Participants will experience hands-on training with current leadership trends, social intelligence techniques, and agile communication tools. By the end of this course, learners will be equipped with the tools to communicate clearly, lead confidently, and foster productive professional relationships in any industry.

Programme Curriculum

Training Course on Leadership, Communication, and Interpersonal Skills

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Course Objectives:

1. Develop transformational leadership skills for future-ready leadership.
2. Master effective communication techniques in the workplace.
3. Strengthen emotional intelligence for team synergy and collaboration.
4. Enhance active listening to improve team engagement.
5. Apply conflict resolution strategies to manage workplace challenges.
6. Build influential leadership presence with confidence and integrity.
7. Improve presentation and public speaking skills for impactful delivery.
8. Cultivate team-building competencies for high-performing teams.
9. Implement strategic communication plans for leadership effectiveness.
10. Leverage feedback mechanisms to build trust and transparency.
11. Develop interpersonal relationship building for workplace success.
12. Navigate diverse communication styles with cultural intelligence.
13. Align communication and leadership styles with organizational goals.

Target Audience

1. Mid-level managers
2. Team leaders and supervisors
3. Aspiring professionals
4. HR professionals
5. Entrepreneurs and business owners
6. Project managers
7. Public speakers and trainers
8. Students in leadership programs

Course Duration: 5 days

Course Modules

Module 1: Fundamentals of Transformational Leadership

- Definition and key traits of transformational leaders
- Leading with vision, values, and purpose
- Leadership versus management
- Building trust and credibility
- Self-assessment and leadership styles
- **Case Study:** Jeff Bezos – Visionary Leadership at Amazon

Module 2: Effective Workplace Communication

- Principles of clear and concise communication
- Barriers to effective communication
- Non-verbal communication signals
- Adapting your message to your audience
- Building clarity through feedback loops
- **Case Study:** Internal communication breakdown at Nokia

Module 3: Emotional Intelligence for Leaders

- Understanding emotional intelligence (EQ)
- Self-awareness and self-regulation
- Social skills and empathy in leadership
- Handling difficult conversations with empathy
- Using EQ to build cohesive teams
- **Case Study:** Satya Nadella's empathy-led culture at Microsoft

Module 4: Active Listening and Feedback

- What is active listening and why it matters
- Listening styles and techniques
- Constructive vs. destructive feedback
- Cultivating a listening culture
- The role of silence and body language
- **Case Study:** Google's Project Aristotle – The power of psychological safety

Module 5: Conflict Resolution and Negotiation

- Understanding the sources of conflict
- Conflict resolution styles (Thomas-Kilmann model)
- Steps in effective negotiation
- Dealing with difficult team members
- Mediation and collaborative solutions
- **Case Study:** Starbucks' employee conflict resolution practices

Module 6: Building High-Performing Teams

- Stages of team development (Tuckman's Model)
- Roles and responsibilities in teams
- Motivating diverse teams
- Managing remote and hybrid teams
- Aligning team goals with business objectives
- **Case Study:** NASA's team strategy for the Mars Rover project

Module 7: Public Speaking and Presentation Skills

- Overcoming stage fright and nervousness
- Structuring a compelling presentation
- Use of visual aids and storytelling
- Vocal clarity, pace, and body language
- Managing audience engagement and Q&A
- **Case Study:** TED Talks – How great speakers connect

Module 8: Strategic Leadership Communication

- Aligning communication with vision and mission
- Leading through communication in crisis
- Communication planning for change management
- Internal branding and messaging
- Influence without authority
- **Case Study:** Johnson & Johnson's Tylenol crisis response

Training Methodology

- Interactive presentations and visual storytelling
- Role-plays, group activities, and scenario-based simulations

- Real-life case study analysis and reflective discussions
- Self-assessment tools and leadership style evaluations
- Hands-on practice sessions with feedback from facilitators

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com