

Interpersonal Skills: Developing Effective Relationships

Course Number: 4367

Length: 3 Days

Primary Delivery Method: Instructor-led live classroom

Alternative Delivery Methods: Instructor-led online (synchronous)

Course Description

Strong relationships drive strong results. This course gives you the tools to communicate with confidence, build trust quickly, and strengthen every interaction you have in your agency. Through engaging activities and practical strategies, you'll discover how to connect authentically, navigate challenges with ease, and turn feedback into a catalyst for growth. By applying these skills directly to your everyday workplace interactions, you'll leave ready to foster stronger relationships, overcome challenges, and create a more collaborative, productive environment.

Intended Audience

This course is intended for individuals at all levels who want to improve their communications and relationships with others.

Client-Provided Facility Requirements

- Internet required for instructor computer
- DVD player

Course Learning Objectives

- Illustrate the importance of developing strong interpersonal skills for workplace teams and lifelong learning
- Analyze how awareness of self and others contributes to building professional relationships
- Apply effective communication techniques for building stronger relationships in the workplace
- Use trust, feedback, and gratitude to form deeper connections with others
- Use strategies to successfully overcome tense situations and restore confidence in relationships
- Apply interpersonal skills to work environments

Course Additional Features

- Producer Support
- Technical Support Team
- Dedicated In-House Accessibility/Section 508 Compliance
- Student Resource Guides

All details about the Additional Features are available on this page. [Click here to Explore](#)

Course Schedule

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DAY ONE

MORNING	Module 1: Overview of Interpersonal Skills in the Workplace
LUNCH	
AFTERNOON	Module 2: Awareness of Self and Others

DAY TWO

MORNING	Module 3: Effective Communication Skills
LUNCH	
AFTERNOON	Module 4: Forming Connections with Others

DAY THREE

MORNING	Module 5: Dealing with Difficult Interpersonal Relationships
LUNCH	
AFTERNOON	Module 6: Navigating Workplace Dynamics with Interpersonal Skills

Learning Methods

Individual, small-group, and large-group exercises; action planning, self-assessments, role playing, discussion, and interactive games

Credits

National Association of State Boards of Accountancy (NASBA)

- Field of Study: Communications and Marketing
- Level: Intermediate
- CPEs: 24

Professional Development Units (PDUs)

- Credits: 21

Interpersonal Skills: Developing Effective Relationships

Continuous Learning Points (CLPs)

- Credits: 24

Management Concepts Certificate Program Relationship

This is a core course in the following program(s):

- [Professional Skills Certificate Program](#)

This is an elective course in the following program(s):

- [Business Analysis and Requirements Management Master Track](#)
- [Project Management Master Track](#)
- [FFMCP Financial Management Master Track](#)
- [Agile in Government Master Track](#)
- [FFMCP Accounting Master Track](#)
- [FFMCP Auditing Master Track](#)
- [FFMCP Budgeting Master Track](#)
- [Program Management Certificate Program](#)

Prerequisites

There are no prerequisites for this course.

Pework

There is no prework required for this course.

Requirements for Successful Completion

Full (100%) attendance is expected and required. Successful completion of the course depends on full class attendance and active participation in individual and group exercises.

Follow-On Resources

- [Influencing Skills](#)
- [Negotiation Skills](#)
- [Resolving Conflict](#)

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Ready to Enroll?



See the most recent course information and scheduled classes at this link:
<https://www.managementconcepts.com/course/id/4367>



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