

Frequently Asked Questions

Course Title: Interpersonal Skills: Developing Effective Relationships

Course #: 4367

Duration: 3 Days

Delivery Method: Instructor-led live classroom

Alternative Delivery Methods: Instructor-led online (synchronous)

1. What business or organizational need does this course address?

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.

2. Who should attend?

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

3. What will I learn how to do in this course?

- 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

4. What kinds of activities are included in this course?

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

5. Are there prerequisites for this course?

There are no prerequisites for this course.

6. Do I have to complete any prework for the course?

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There is no prework required for this course.

7. Is this course applicable toward a professional certification?

No, this course is not applicable toward a professional certification. However, many Management Concepts courses do prepare you for professional certification programs. Click [here](#) to see a full list of professional certification programs that are supported by Management Concepts training courses.

8. Does this course count for credit toward a Management Concepts Certificate Program?

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](#)

9. What credits do I earn by completing this course?

The following credits are available for this course:

NASBA CPEs: 24

NASBA Field of Study: Communications and Marketing

NASBA Level: Intermediate

CEUs: 1.9

PDU: 21

CLPs: 24

10. What course(s) do you recommend after I complete this course?

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

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- [Resolving Conflict](#)

11. What are Additional Features?

Most courses and training solutions have **Additional Features** designed to help every learner master and retain the concepts explored in the course. You can see which Additional Features are added to this course on the course page under the **Learning Objectives & Additional Features** tab – and for a more detailed exploration of our Additional Features, you can visit [this web page](#).

12. What's in it for me?

This is a foundational learning experience for leaders at all levels who are looking to improve interpersonal relationships. Through engaging exercises and robust discussions, participants will get to practice strategies for communicating and listening more effectively. These skills can be immediately applied in both personal and professional settings.