



Master Effective Interpersonal & Communication Skills

Facilitator – Dr. Marcus Mottley

Master the precise *micro-skills* which are essential for managerial success by learning how to connect and build rapport, strengthen relationships, and handle difficult people with confidence.

This course provides practical techniques to enhance communication, make deeper connections with others, foster trust, and navigate challenging workplace interactions. Learn how to listen actively, deliver feedback effectively, and develop a positive communication style that drives engagement, collaboration, and productivity while reducing interpersonal frictions with others.

What Participants Will Learn:

1. **Building Instant Rapport** – Master the subtle techniques of body language, tone, and word choice to create trust and connection with employees.
2. **Strengthening Workplace Relationships** – Develop deeper, more productive relationships by understanding how to improve even the most difficult relationships.
3. **Handling Difficult People with Confidence** – Learn proven strategies to manage resistance, defuse tension, and turn potential conflicts into constructive conversations.
4. **Active & Reflective Listening for Greater Understanding** – Enhance your ability to listen with intention, ask the right questions, and respond in ways that build trust.
5. **Delivering Effective Feedback** – Gain the skills to provide feedback that inspires growth, accountability, and improved performance.



6. **Developing a Positive Communication Style** – Learn how to communicate assertively, set clear expectations, and create an open and respectful dialogue.

How Participants Will Benefit:

1. **Become A More Confident Communicator** – Improve your skills and connect with others more effectively.
2. **Stronger Leadership Presence** – Build credibility and influence by communicating with clarity, empathy, and authority.
3. **Increased Team Engagement** – Foster a culture of trust, motivation, and collaboration that drives team performance.
4. **Better Conflict Resolution** – Handle workplace disagreements with professionalism and improve team dynamics.
5. **More Productive Conversations** – Minimize misunderstandings and miscommunications, leading to smoother interactions and better outcomes.
6. **Enhanced Confidence in Leading People** – Feel more equipped to handle difficult people, address performance issues, and lead with confidence.