

EMOTIONAL INTELLIGENCE

INTERPERSONAL SKILLS

Non-Credit Bearing

***"The biggest communication problem is we do not listen to understand.
We listen to reply." – Stephen R. Covey***

Interpersonal skills are at the heart of strong relationships, effective collaboration, and positive influence - but they are more than just communication techniques. At their core, they are emotional intelligence in action. How we connect with others is shaped by our internal perceptions, automatic reactions, and deeply ingrained thought patterns. Without self-awareness, we may unknowingly create barriers to meaningful communication, misinterpret intentions, or react defensively in challenging interactions.

This course goes beyond surface-level communication skills, helping you to examine and overcome the internal obstacles that can hinder connection. By developing greater self-awareness of what influences your interactions, you will gain the ability to regulate responses, listen with intent, and engage in conversations that foster trust and collaboration. With emotional intelligence as the foundation, you will learn how to manage your interactions to positively influence others, strengthen relationships, and create meaningful connections in both professional and personal settings.

WHO SHOULD ATTEND

- Professionals looking to enhance their communication and relationship-building skills
- Leaders and managers who want to develop greater influence and trust
- Customer-facing employees who need to navigate complex interactions
- Anyone who wants to improve their listening, empathy, and interpersonal effectiveness

HOW YOU WILL BENEFIT

- Gain insight into your own communication habits and their impact on others
- Learn to manage automatic reactions and respond with clarity and control
- Strengthen your ability to listen actively and understand different perspectives
- Develop empathy as a tool for conflict resolution and influence
- Enhance your ability to create positive energy and connection in conversations
- Build trust and rapport by making others feel heard and valued
- Improve problem-solving through an open, non-judgmental mindset

One-day course 08:30 -16:00

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WHAT WILL BE COVERED

The power of first reactions: Think before you respond

- Understanding automatic reactions and their impact on conversations
- Recognising and managing defensive behaviours that harm communication
- Techniques to pause, reassess, and respond with intention

Mastering the art of listening: Hear beyond words

- Identifying and overcoming common barriers to listening
- How your frame of reference shapes the way you interpret conversations
- Perspective-taking: challenging assumptions and seeing situations from different viewpoints
- Attribution bias and how it distorts understanding
- Cultivating empathy as a tool for deeper connection and influence

Engaging and influencing others

- The persuasion cycle: how to truly get through to people
- Making others feel valued - why it matters and how to do it effectively
- The role of vulnerability in building trust and rapport
- Creating positive energy that enhances interactions and relationships
- Being more interested than interesting - how curiosity deepens relationships
- Asking the right questions to engage, influence, and understand others