



INTERPERSONAL SKILLS AND SELF DEVELOPMENT | ISSD-009

Interpersonal Skills and Relationship Building

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Course content

Why Attend

Strong working relationships make collaboration easier, reduce conflict and improve results. Interpersonal skills can be learned and improved.

This Aractech course covers communication styles, active listening, empathy, rapport, trust, giving and receiving feedback, managing disagreements, networking and building lasting professional relationships. Participants practise skills in interactive exercises.

Course Methodology

- Interactive exercises
- Role plays
- Self-assessments
- Feedback
- Group discussions

Course Objectives

- Understand communication styles
- Listen actively and show empathy
- Build rapport and trust
- Give and receive feedback
- Handle disagreements constructively
- Build lasting professional relationships

Target Audience

- Professionals at all levels
- Team members and leaders

Course content

- Customer-facing staff
- Project staff

Course outline

Detailed course outline

Day-by-day outline for Interpersonal Skills and Relationship Building.

Day 1 - Interpersonal Foundations

- 09:00-09:45 | Why relationships matter
- 09:45-10:30 | Communication styles
- 10:30-11:00 | Self-awareness
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Self-awareness (continued)
- 11:45-12:30 | First impressions
- 12:30-14:00 | Exercise: Style assessment

Day 2 - Listening and Empathy

- 09:00-09:45 | Active listening
- 09:45-10:30 | Empathy
- 10:30-11:00 | Questions
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Questions (continued)
- 11:45-12:30 | Non-verbal communication
- 12:30-14:00 | Practice: Listening drills

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Day 3 - Rapport and Trust

- 09:00-10:17 | Building rapport
- 10:17-10:56 | Trust
- 10:56-11:00 | Reliability
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Reliability (continued)
- 12:05-12:43 | Respect
- 12:43-14:00 | Role play: Building rapport

Day 4 - Feedback and Disagreement

- 09:00-09:45 | Giving feedback
- 09:45-10:30 | Receiving feedback
- 10:30-11:00 | Disagreements
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Disagreements (continued)
- 11:45-12:30 | Repairing relationships
- 12:30-14:00 | Role play: Constructive disagreement

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Day 5 - Networks

- 09:00-09:54 | Professional networks
- 09:54-10:48 | Maintaining relationships
- 10:48-11:00 | Cross-cultural relationships
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Cross-cultural relationships (continued)
- 12:12-13:06 | Personal plan
- 13:06-14:00 | Capstone: Relationship plan

Seminar dates

Available seminar dates

Live dates and pricing for Interpersonal Skills and Relationship Building generated from the course details page.

Date	Location	Format	Fee
16 - 20 November 2026	London	Classroom	€2,315
7 - 11 December 2026	Munich	Classroom	€3,225
21 - 25 December 2026	Kuala lumpur	Classroom	€1,925
11 - 15 January 2027	Amsterdam	Classroom	€2,830
8 - 12 February 2027	Cape Town	Classroom	€1,625
8 - 12 March 2027	Geneva	Classroom	€4,315
12 - 16 April 2027	London	Classroom	€2,315
10 - 14 May 2027	Barcelona	Classroom	€2,815
14 - 18 June 2027	Madrid	Classroom	€3,400
12 - 16 July 2027	London	Classroom	€2,315

Seminar dates

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Date	Location	Format	Fee
9 - 13 August 2027	Geneva	Classroom	€4,315
13 - 17 September 2027	Kuala lumpur	Classroom	€1,925
11 - 15 October 2027	Amsterdam	Classroom	€2,830
8 - 12 November 2027	Paris	Classroom	€3,825
13 - 17 December 2027	Dubai	Classroom	€1,845
16 - 20 November 2026	Online / Live	Online / Live	€1,815
7 - 11 December 2026	Online / Live	Online / Live	€1,815
21 - 25 December 2026	Online / Live	Online / Live	€1,815
11 - 15 January 2027	Online / Live	Online / Live	€1,815
8 - 12 February 2027	Online / Live	Online / Live	€1,815

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9 - 13 August 2027	Online / Live	Online / Live	€1,815
13 - 17 September 2027	Online / Live	Online / Live	€1,815
11 - 15 October 2027	Online / Live	Online / Live	€1,815
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