



COMMUNICATION & INTERPERSONAL SKILLS



Developing the ability to express ideas clearly, actively listen, and build strong interpersonal relationships. These programs enhance verbal, non-verbal, and written communication for impactful interactions.

Learning Interventions Offered

1. Active Listening	10. Email Etiquettes
2. Advanced Communication Skills	11. Email Writing Skills
3. Assertiveness for Confident Communication	12. Influencing Skills
4. Communicate to Influence: Mastering Assertiveness, Storytelling, and Persuasion	13. Influencing Without Authority
5. Communicating in Stressful Situations	14. Meeting and Conference Call Etiquette
6. Communication Enhancement Training – Written	15. Speak with Impact: Mastering Public Speaking
7. Conducting Effective 1-to-1	16. Speech Enhancement Training
8. Effective Communication Skills	17. Writing Influencing Proposals
9. Elevating Interpersonal Skills	

1. Active Listening

Overview - This program helps participants develop key listening skills to improve communication and build stronger connections. It covers techniques to enhance focus, attention, and empathy, while

strengthening verbal and non-verbal cues. The program also emphasizes handling challenging situations, improving feedback, and fostering better interpersonal relationships, resulting in more effective communication in personal and professional settings.

2. Advanced Communication Skills

Overview - The Advanced Communication Skills program is designed to enhance participants' ability to communicate effectively in professional environments. It focuses on mastering pronunciation, clarity, and verbal delivery while applying the 7 Cs of communication to foster clearer, more impactful interactions. The program emphasizes building empathy, active listening, and handling customer emotions, along with refining skills in addressing objections and ensuring first-contact resolutions. Participants will practice these skills through real-world scenarios, receive feedback, and integrate it into continuous self-improvement.

3. Assertiveness for Confident Communication

Overview - The Assertiveness for Confident Communication program is designed to help participants develop the skills necessary to communicate confidently and assertively. It covers the foundations of assertiveness, boosting self-confidence, and mastering effective communication techniques. Participants will learn how to set healthy boundaries, handle conflicts, and navigate difficult situations with ease. The program also emphasizes active listening, empathy, and overcoming barriers to assertiveness, while focusing on building long-term assertiveness practices for sustained personal and professional growth.

4. Communicate to Influence: Mastering Assertiveness, Storytelling, and Persuasion

Overview - The Communicate to Influence: Mastering Assertiveness, Storytelling, and Persuasion program is designed to help participants elevate their communication skills to effectively influence and engage others. It covers the exploration of various communication styles and their impact within an organization. The program emphasizes assertiveness techniques, storytelling for impactful presentations, and the application of the 6 elements of persuasion to persuade and motivate others. Participants will develop the skills to communicate with confidence and clarity, enhancing their ability to influence decisions and drive positive outcomes in professional settings.

5. Communicating in Stressful Situations

Overview - The Communicating in Stressful Situations program is designed to help participants manage and communicate effectively in high-pressure environments. It covers understanding the impact of stress on communication and building emotional awareness to navigate these situations with clarity. The program focuses on developing active listening skills, practicing calm and clear communication, and learning conflict resolution techniques. Participants will also work on improving non-verbal communication, building resilience, and applying their skills in realistic stressful scenarios to better manage challenging conversations and remain composed under pressure.

6. Communication Enhancement Training – Written

Overview - The Communication Enhancement Training – Written program is designed to elevate participants' written communication skills for professional success. It focuses on improving clarity, structure, and organization in writing, while fostering a professional tone and style. The program also covers grammatical and punctuation accuracy, as well as the importance of feedback and revision in the writing process. Participants will learn to write persuasively and adapt their writing for various platforms, boosting their confidence in written expression and ensuring their messages are both clear and impactful.

7. Conducting Effective 1-to-1

Overview - The Conducting Effective 1:1 program is designed to equip leaders and managers with the skills to conduct impactful one-on-one meetings that foster growth, clarity, and accountability. It emphasizes the importance of setting a clear purpose for 1:1 meetings, creating an open and safe environment, and establishing goals and expectations. The program covers communication techniques, effective questioning, and tracking progress while addressing challenges such as problem-solving and conflict resolution. Participants will also learn to adapt the 1:1 process to individual team members and improve the overall meeting structure for continuous development.

8. Effective Communication Skills

Overview - The Effective Communication Skills program is designed to help participants master a comprehensive range of communication techniques, both verbal and non-verbal, to enhance their professional interactions. The program covers improving written communication, developing interpersonal skills, and mastering communication in digital environments. It also addresses strategies for conflict resolution, leadership communication, and using communication to influence and inspire others. By integrating practical exercises, role-playing, and feedback, participants will refine their ability to communicate with clarity, empathy, and influence, fostering stronger relationships and leadership effectiveness in various settings.

9. Elevating Interpersonal Skills

Overview - The Elevating Interpersonal Skills program is designed to help participants enhance their ability to communicate and collaborate effectively with others. It covers core areas of interpersonal communication, including building rapport, trust, and empathy, as well as mastering conflict resolution techniques. The program emphasizes emotional intelligence, feedback delivery, and the art of giving and receiving constructive criticism. Participants will also explore adapting to different communication styles, preventing conflicts, and fostering cultural awareness to ensure inclusive and respectful interactions. With a focus on confidence and assertiveness, the program equips individuals to strengthen their relationships and contribute positively to team dynamics.

10. Email Etiquettes

Overview - The Email Etiquettes program is designed to help participants master the art of professional email communication. The program covers the key elements of effective email structure, ensuring clarity and conciseness in every message. Participants will learn how to use the appropriate tone and language for different audiences, as well as best practices for timing and email response.

etiquette. The program also addresses the correct use of CC and BCC, managing attachments and links, and avoiding common email mistakes. With a focus on increasing email efficiency, participants will gain the skills necessary to communicate professionally and effectively through email in any business context.

11. Email Writing Skills

Overview - The Email Writing Skills program is designed to help participants craft professional, clear, and concise emails that convey their messages effectively. The program focuses on mastering the tone and formality appropriate for different contexts, improving grammar and punctuation, and organizing emails for maximum clarity. Participants will learn how to create compelling subject lines, incorporate professional greetings and closings, and refine proofreading and editing techniques. Additionally, the program covers how to handle complex or sensitive topics with care and optimize email responses to increase efficiency, ensuring that emails are both impactful and professional in any business environment.

12. Influencing Skills

Overview - The Influencing Skills program is designed to help participants understand and harness the power of influence in both professional and personal contexts. The program covers the foundational principles of influence and teaches participants how to master communication techniques that foster trust and persuade effectively. It emphasizes the development of emotional intelligence for influence, understanding personal influence styles, and leveraging storytelling to create impact. The program also explores the role of reciprocity, negotiation skills, and how to influence during difficult conversations. Participants will learn to use non-verbal communication to strengthen their influence and practice influencing in real-world scenarios. The program concludes with the creation of a personalized action plan to continue developing influencing skills.

13. Influencing Without Authority

Overview - The Influencing Without Authority program is designed to help participants master the art of influencing others even when they do not hold formal authority. The program explores the key differences between influence and authority and focuses on building trust and credibility as essential foundations for effective influence. Participants will learn communication strategies tailored for influence, how to leverage emotional intelligence, and various influence tactics and strategies. The program also covers how to build relationships and networks, navigate resistance and objections, and apply influencing techniques in real-world situations. Participants will engage in self-assessment and create a personalized action plan to continue developing their influencing skills beyond the program.

14. Meeting and Conference Call Etiquette

Overview - The Meeting and Conference Call Etiquette program is designed to enhance participants' skills in conducting and participating in professional meetings and conference calls. The program covers the importance of etiquette in meetings and teaches effective communication techniques for clear and impactful interactions. Participants will learn time management strategies,

how to adhere to meeting agendas, and how to master virtual meeting tools for seamless communication. The program also focuses on creating a positive meeting environment, handling disruptions and interruptions with professionalism, and ensuring proper post-meeting follow-up and accountability to drive results.

15. Speak with Impact: Mastering Public Speaking

Overview - The Speak with Impact: Mastering Public Speaking program is designed to empower participants to communicate effectively and confidently in front of any audience. The program focuses on mastering essential public speaking skills, such as building confidence, overcoming fear, and structuring and organizing impactful presentations. Participants will learn techniques to enhance audience engagement, master the art of storytelling and persuasion, and improve non-verbal communication. The program emphasizes continuous practice and feedback, allowing participants to refine their public speaking abilities and apply what they've learned in real-world situations.

16. Speech Enhancement Training

Overview - The Speech Enhancement Training program is designed to refine participants' verbal communication skills by focusing on the mechanics of speech and vocal performance. The program addresses key areas such as improving clarity, enunciation, and vocal projection, while also emphasizing tone modulation and overcoming speech anxiety. Participants will expand their vocabulary and expressive abilities to communicate more effectively and learn to use non-verbal cues to enhance their message. The program also includes techniques for accent neutralization (if required) and provides opportunities for active listening and response practice. Practical application through feedback sessions ensures participants can continuously improve and confidently apply their speech skills in real-world settings.

17. Writing Influencing Proposals

Overview - The Writing Influencing Proposals program is designed to equip participants with the skills necessary to create compelling, persuasive proposals that resonate with diverse audiences. The program covers the fundamental purpose of proposals, focusing on the key components that make them effective. Participants will master the art of structuring proposals for clarity and impact, while applying persuasive techniques to influence decision-makers. Emphasis is placed on tailoring proposals to specific audiences and incorporating visuals and data for greater effectiveness. Participants will also enhance their writing and editing skills, learn how to develop a thorough proposal review process, and apply these concepts in real-world scenarios. The program concludes with strategies for negotiation and follow-up to secure successful outcomes.

We at Concordia will be happy to customize any of these programs to align with your specific team or organizational need. To help us learn more about your need, please fill in one of the following forms as per relevance:

1. [Individual Learning Need](#) - If you are looking for one training program to be designed, developed and facilitated to any team
2. [Organizational Learning Need](#) - If you are considering a larger program/project approach for multiple learning needs based on your organizational learning and development goals.

Once we receive your inputs in the form above, our team will connect with you within 2 business days to set up a time with our experts to discuss next steps and share a proposed approach.