

# **INTERPERSONAL SKILLS FOR HR PROFESSIONALS**



**GENTEX<sup>®</sup>**  
TRAINING CENTER



## Introduction

Strong interpersonal skills allow HR professionals to build trust, manage conflict, and influence workplace culture. This Interpersonal Skills for HR Professionals Training Course develops the communication, emotional intelligence, and relationship-building abilities HR practitioners need daily. Furthermore, it introduces proven models for active listening, conflict resolution, and persuasive communication. As a result, participants learn to navigate sensitive conversations with confidence and empathy. In addition, the course covers negotiation techniques, feedback delivery, and cross-functional collaboration. Participants leave equipped to strengthen workplace relationships and support a positive, trust-based organizational culture.

## Interpersonal Skills for HR Professionals Course Objectives

- Apply active listening techniques to improve workplace communication
- Use emotional intelligence models to manage interpersonal interactions
- Develop conflict resolution skills using the Thomas-Kilmann model
- Deliver constructive feedback using the SBI (Situation-Behavior-Impact) framework
- Build rapport and trust with employees at all organizational levels
- Apply negotiation techniques to resolve workplace disagreements
- Communicate difficult messages with clarity and empathy
- Strengthen cross-functional collaboration through effective communication
- Use assertiveness techniques to handle challenging conversations
- Apply body language and non-verbal communication awareness



## Course Methodology

This training course uses interactive workshops, role-play exercises, and group discussions. Furthermore, participants practice active listening and feedback delivery through simulated HR scenarios. In addition, case studies examine real workplace communication challenges. Peer coaching sessions reinforce conflict resolution and negotiation skills. As a result, participants leave with practical, applied interpersonal communication techniques.

## Who Should Take This Course

- Human resources managers and officers
- HR business partners
- Employee relations specialists
- Talent management professionals
- Team leaders working closely with HR
- Recruitment and onboarding specialists
- Anyone seeking stronger workplace communication skills

## Interpersonal Skills for HR Professionals Course Outlines

### Day 1: Foundations of Interpersonal Communication

- Introduction to interpersonal skills in HR contexts
- Understanding communication styles and preferences
- Applying active listening techniques
- Building rapport with employees and managers

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- Recognizing non-verbal communication cues
- Overcoming common communication barriers
- Group discussion on communication challenges

## Day 2: Emotional Intelligence and Self-Awareness

- Introduction to emotional intelligence models
- Recognizing and managing personal emotions
- Applying empathy in workplace interactions
- Reading emotional cues in others
- Building self-awareness for better communication
- Managing stress during difficult conversations
- Case study: emotional intelligence in HR practice

## Day 3: Conflict Resolution and Negotiation

- Applying the Thomas-Kilmann conflict model
- Identifying sources of workplace conflict
- Using negotiation techniques to reach agreement
- Mediating disputes between employees
- De-escalating tense workplace situations
- Role-play: conflict resolution scenario
- Group exercise: negotiation practice

## Day 4: Feedback and Difficult Conversations

- Delivering feedback using the SBI framework
- Structuring difficult conversations effectively



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- Applying assertiveness techniques appropriately
- Managing emotional reactions during feedback
- Balancing honesty with empathy
- Role-play: difficult conversation practice
- Case study: successful feedback delivery

## Day 5: Building Collaborative Workplace Relationships

- Strengthening cross-functional collaboration
- Building trust across organizational levels
- Applying influence and persuasion techniques
- Supporting team cohesion through communication
- Sustaining long-term workplace relationships
- Action planning for interpersonal growth
- Course review and final discussion

## Conclusion

By successfully completing the Interpersonal Skills for HR Professionals Training Course, participants will have acquired practical skills in active listening, conflict resolution, and feedback delivery. Furthermore, they will understand how to apply emotional intelligence and negotiation techniques to strengthen workplace relationships. As a result, participants gain the confidence to navigate sensitive conversations effectively. Gentex Training Center remains dedicated to building stronger interpersonal capabilities for HR professionals across all industries.





## FAQs

### Q1 What is the "Interpersonal Skills for HR Professionals" course about?

This course teaches HR professionals how to strengthen communication, emotional intelligence, and conflict resolution skills. It covers active listening, feedback delivery, and negotiation, helping participants build trust and manage workplace relationships effectively.

### Q2 What are the key benefits of the "Interpersonal Skills for HR Professionals" course?

Participants gain stronger communication skills, improved conflict management abilities, and greater confidence handling difficult conversations. Additionally, they learn to build trust across teams, reduce workplace tension, and support a positive organizational culture.

### Q3 What skills will I gain from the "Interpersonal Skills for HR Professionals" course?

Participants gain active listening, conflict resolution, feedback delivery, and negotiation skills. These core competencies help HR professionals manage workplace relationships effectively and handle sensitive conversations with confidence.

### Q4 What tools, methods, or standards are covered in the "Interpersonal Skills for HR Professionals" course?

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The course covers the Thomas-Kilmann conflict model, the SBI (Situation-Behavior-Impact) feedback framework, emotional intelligence models, and assertiveness techniques. These proven methods give participants structured approaches to interpersonal communication.

## Q5 How is the "Interpersonal Skills for HR Professionals" course applied in real-world practice?

Participants apply concepts through role-play scenarios, peer coaching, and simulated difficult conversations. As a result, they leave equipped to handle real workplace conflicts and communication challenges with confidence.

