

# **LEADERSHIP, COMMUNICATIONS AND INTER-PERSONAL SKILLS**



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



## Introduction

Leadership, Communications and Inter-personal Skills Training Course brings together the three capabilities that determine whether a leader is followed or merely obeyed. Leadership sets direction, communication carries it clearly, and interpersonal skill makes people willing to move with it. Weakness in any one of the three undermines the other two. This program builds all three in a connected way. It covers leadership style, structured messaging, active listening, feedback, influence, and conflict handling. As a result, participants learn to brief teams with clarity, read people accurately, and hold difficult conversations without damage. Furthermore, the course covers team climate, emotional intelligence, and personal presence.

## Leadership, Communications and Inter-personal Skills Course Objectives

- Apply the transformational and situational leadership models.
- Build self-awareness through emotional intelligence frameworks.
- Structure messages with the Pyramid Principle and the SCQA framework.
- Deliver briefings and presentations with presence and clarity.
- Practise active listening and reflective questioning.
- Build rapport and adapt style to different personalities.
- Give feedback with the SBI and DESC frameworks.
- Influence stakeholders using persuasion principles and reciprocity.
- Manage conflict with the Thomas-Kilmann conflict model.
- Coach team members using the GROW model.

## Course Methodology

- Facilitated sessions built around live leadership interactions.

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- Recorded practice with structured feedback on delivery.
- Role-play of briefings, feedback, and difficult conversations.
- Group exercises in message design and listening practice.
- Case studies from service, technical, and project settings.
- Simulation of conflict and influence scenarios.
- Peer feedback, reflection, and a personal communication plan.

## Who Should Take This Course

- Managers and team leaders at all levels.
- Supervisors building communication confidence.
- Technical specialists who present to decision-makers.
- Project and program managers coordinating stakeholders.
- HR and organizational development professionals.
- Customer-facing and service team leaders.
- High-potential employees preparing for leadership.

## Leadership, Communications and Inter-personal Skills Course Outlines

### Day 1: Leadership Foundations and Personal Style

- Leadership versus management in daily practice.
- Transformational and situational leadership models.
- Leadership style diagnostics and interpretation.
- Emotional intelligence and the four domains.
- Building credibility and personal presence.



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- Time management with the Eisenhower matrix.
- Workshop: leadership style self-assessment.

## Day 2: Structured Communication and Briefings

- The communication process and common failure points.
- Audience analysis: needs, seniority, and interests.
- The SCQA framework: situation, complication, question, answer.
- Structuring messages with the Pyramid Principle.
- Delivering briefings with a clear ask.
- Visual aids and slide discipline.
- Drill: a five-minute structured briefing.

## Day 3: Listening, Rapport, and Interpersonal Skill

- Active listening and reflective questioning.
- Listening for meaning, emotion, and what is unsaid.
- Building rapport and adapting to personality styles.
- Nonverbal communication and reading the room.
- Empathetic responses and constructive challenge.
- Communication across cultures and distributed teams.
- Role-play: a rapport-building conversation.

## Day 4: Feedback, Influence, and Difficult Conversations

- Giving feedback with the SBI and DESC frameworks.
- Receiving feedback and managing defensive reactions.



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- Influence principles and ethical persuasion.
- Making requests that people accept willingly.
- Preparing for and holding difficult conversations.
- Managing emotion and staying constructive.
- Role-play: a difficult conversation with a colleague.

## Day 5: Conflict, Teams, and Communication Growth

- Sources of workplace conflict and early warning signs.
- Conflict approaches with the Thomas-Kilmann model.
- Mediation basics and repairing relationships.
- Coaching team members with the GROW model.
- Building psychological safety and open communication.
- Creating a personal communication development plan.
- Capstone: presenting a 90-day communication plan.

## Conclusion

By successfully completing Leadership, Communications and Inter-personal Skills Training Course, participants will have acquired the knowledge to set direction, structure and deliver messages clearly, listen with real attention, build rapport, give useful feedback, influence stakeholders ethically, and handle conflict constructively. They will also understand how to keep improving these skills through reflection and practice. Gentex Training Center delivers this program through applied workshops and expert coaching, helping participants lead and communicate with genuine confidence.





## FAQs for the Leadership, Communications and Inter-personal Skills course

### Q1 What is the "Leadership, Communications and Inter-personal Skills" course about?

It is a training program that develops leadership, communication, and interpersonal capability together. It covers leadership style, structured messaging, briefings, listening, rapport, feedback, influence, and conflict handling.

### Q2 What are the key benefits of the "Leadership, Communications and Inter-personal Skills" course?

Participants gain clearer briefings, stronger relationships at work, and more confidence in difficult conversations. Organizations benefit from fewer misunderstandings, faster decisions, smoother teamwork, and leaders whose messages are understood the first time.

### Q3 What skills will I gain from the "Leadership, Communications and Inter-personal Skills" course?

Participants build leadership style and presence, structured communication and briefing delivery, active listening and rapport building, and feedback, influence, and conflict resolution.



## Q4 What tools, methods, or standards are covered in the "Leadership, Communications and Inter-personal Skills" course?

The course covers the transformational and situational leadership models, emotional intelligence frameworks, the Eisenhower matrix, the SCQA framework, the Pyramid Principle, active listening techniques, the SBI and DESC feedback frameworks, persuasion principles, the Thomas-Kilmann conflict model, and the GROW coaching model.

## Q5 How is the "Leadership, Communications and Inter-personal Skills" course applied in real-world practice?

Learners apply it by structuring team briefings around a clear ask, holding regular one-to-ones with real listening, giving structured feedback, adapting style to each colleague, and handling disagreement before it damages working relationships.