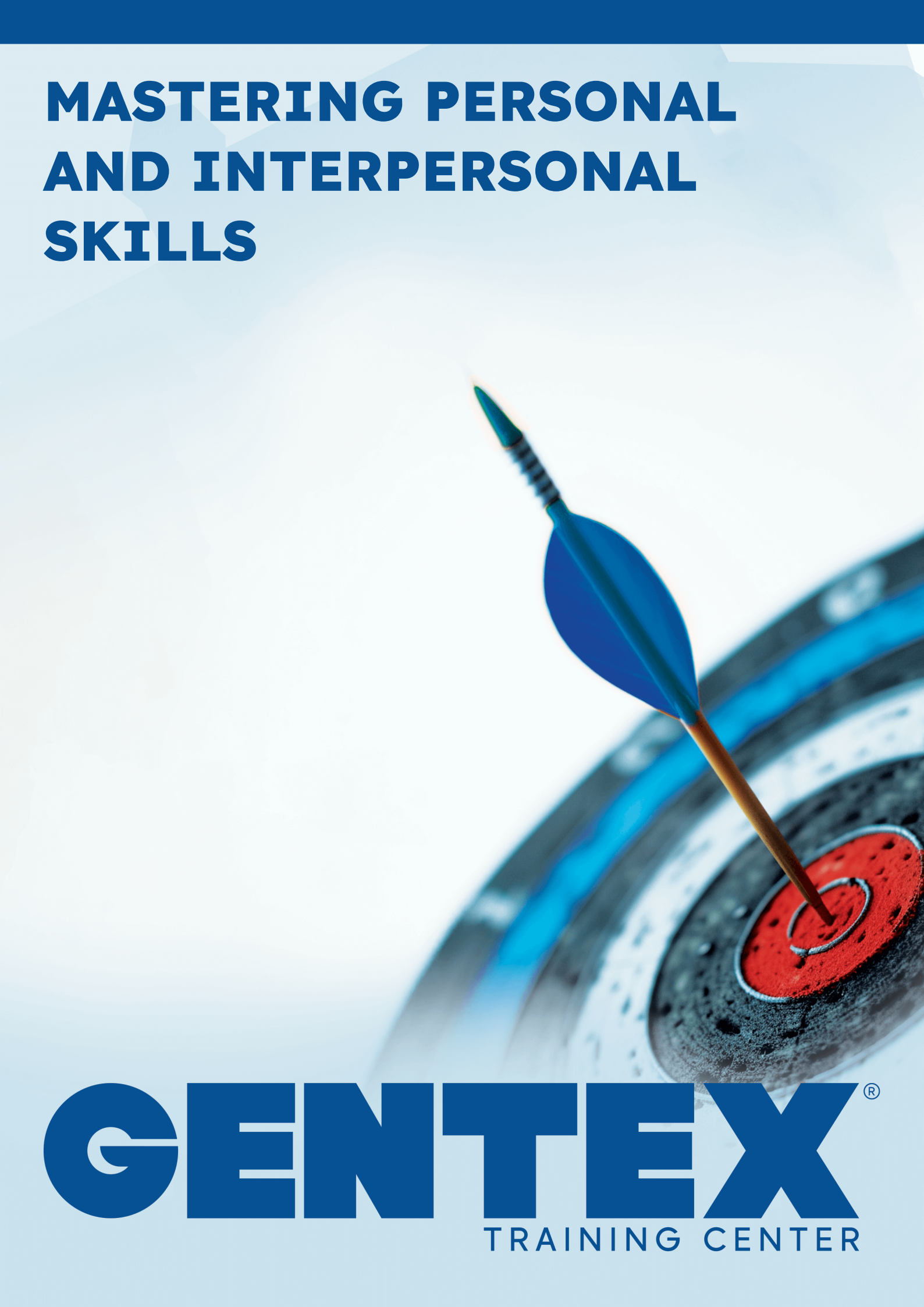
MASTERING PERSONAL AND INTERPERSONAL SKILLS



GENTEX®
TRAINING CENTER

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Introduction

Technical knowledge opens doors, but personal and interpersonal skills decide how far a professional goes. Colleagues notice who communicates clearly, handles pressure calmly, listens properly, and works well with others. This Mastering Personal and Interpersonal Skills Training Course develops both sides of that equation. Learners build self-awareness, confidence, emotional control, and time discipline, then apply those strengths to communication, teamwork, and influence. Furthermore, the course covers assertiveness, constructive feedback, and conflict handling. As a result, participants strengthen their professional presence and build relationships that make work easier and more productive.

Mastering Personal and Interpersonal Skills Course Objectives

- Assess personal strengths and development areas using the Johari Window.
- Set professional goals with the SMART framework and personal action plans.
- Build self-confidence through preparation, positive self-talk, and rehearsal.
- Manage emotions and stress with cognitive reframing and breathing techniques.
- Communicate clearly using the seven Cs of communication.
- Listen actively with paraphrasing, questioning, and summarizing techniques.
- Apply assertiveness using the DESC script for respectful requests.
- Give and receive feedback with the SBI (SituationBehaviorImpact) model.
- Build teamwork through empathy, trust, and emotional intelligence.
- Manage disagreements using the ThomasKilmann conflict modes.

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Course Methodology

This course combines short lectures with structured practice. Participants complete self-assessments, practise communication and assertiveness drills in pairs, and take part in team simulations. Trainers use video review, case studies, and reflective exercises to reinforce learning. Group feedback and a personal development journal track progress. In addition, participants design a 30-day plan to embed new habits at work.

Who Should Take This Course

- Professionals at any stage building workplace effectiveness
- New employees preparing for team-based work
- Team leaders strengthening communication within their groups
- Technical specialists moving into people-facing roles
- Customer service and client relations staff
- Anyone seeking greater confidence and self-management
- Employees preparing for broader responsibilities

Mastering Personal and Interpersonal Skills Course Outlines

Day 1: Self-Awareness and Personal Effectiveness

- The Johari Window and the value of feedback
- Identifying personal strengths, values, and blind spots
- Self-esteem, self-confidence, and self-efficacy explained
- Goal setting with the SMART framework

- Building a personal development plan
- Managing energy, focus, and motivation
- Self-assessment and reflection practice

Day 2: Emotional Control and Resilience

- Understanding emotions and their workplace impact
- The MayerSalovey emotional intelligence model
- Cognitive reframing and stress reduction techniques
- Breathing, grounding, and recovery practices
- Handling criticism without defensiveness
- Building a resilient mindset after setbacks
- Emotional regulation practice in realistic scenarios

Day 3: Communication and Listening Skills

- The seven Cs of effective communication
- Verbal, vocal, and visual elements of messaging
- Active listening: paraphrasing, questioning, summarizing
- Asking open and closed questions appropriately
- Reading nonverbal cues and body language
- Adapting style to different personalities
- Communication drills with recorded feedback

Day 4: Assertiveness and Relationship Building

- Passive, aggressive, and assertive behaviour compared
- The DESC script: describe, express, specify, consequences

- Saying no respectfully and setting boundaries
- The SBI model for giving constructive feedback
- Receiving feedback with openness
- Building trust through reliability and empathy
- Role-play covering real workplace requests

Day 5: Teamwork, Influence, and Conflict

- Stages of team development and your role in each
- Collaboration, cooperation, and shared accountability
- Influencing without authority
- The ThomasKilmann conflict modes applied
- Handling difficult colleagues and disagreements
- Networking and professional relationship building
- Personal action plan and 30-day follow-up

Conclusion

By successfully completing Mastering Personal and Interpersonal Skills, participants will gain a practical understanding of self-awareness, emotional control, effective communication, assertiveness, and collaborative teamwork. They will be able to present themselves with confidence, listen with genuine attention, give feedback that improves performance, and resolve disagreements constructively. In addition, they will know how to sustain these habits over time. Gentex Training Center designed this course so that learners return to work with better relationships and greater personal effectiveness.

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FAQs

Q1 What is the "Mastering Personal and Interpersonal Skills" course about?

It develops the personal qualities and people skills that drive professional success. Participants cover self-awareness, confidence, emotional control, communication, listening, assertiveness, feedback, teamwork, and conflict handling through practical exercises.

Q2 What are the key benefits of the "Mastering Personal and Interpersonal Skills" course?

Participants communicate with greater clarity and confidence, build stronger working relationships, and handle pressure and criticism more steadily. They also collaborate more effectively, resolve disagreements constructively, and gain the personal presence that supports career progression.

Q3 What skills will I gain from the "Mastering Personal and Interpersonal Skills" course?

You will gain self-awareness and personal effectiveness, emotional control and resilience, communication and active listening, and assertiveness and relationship building. These four skills combine to strengthen both your individual performance and how you work with others.

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Q4 What tools, methods, or standards are covered in the "Mastering Personal and Interpersonal Skills" course?

The course covers the Johari Window, SMART goal setting, the seven Cs of communication, the MayerSalovey emotional intelligence model, the DESC assertiveness script, the SBI feedback model, active listening techniques, and the ThomasKilmann conflict modes.

Q5 How is the "Mastering Personal and Interpersonal Skills" course applied in real-world practice?

Professionals apply it in team meetings, client conversations, performance discussions, cross-department projects, and daily email and phone communication. The methods transfer to any role where relationships and clear exchange determine how work gets done.