



*Training Course:
Effective People Skills*

*8 - 12 March 2027
Milan (Italy)*

Training Course: Effective People Skills

Training Course code: PS1079 From: 8 - 12 March 2027 Venue: Milan (Italy) - Training Course Fees: 5775 € Euro

Introduction

All businesses in the current climate need a competitive edge. This can be gained through innovative and exciting products and services, or through effective and efficient world-class employees.

Top performing organizations are passionate about their most valuable resource - their staff. In order to maintain their high standards, a large proportion of their time and energy is spent on continuous professional development, not only of their employees but of their business.

This highly interactive 5-day Communication and Interpersonal Skills program investigates the tried and trusted management processes, procedures, and methodology used by many blue-chip companies. They use the tools to develop high levels of performance from their staff. This, in turn, ensures the future and reputation of their companies through innovative development, service, and evaluation. This course offers participants practical solutions to work-related issues.

During the workshop, you will explore a variety of behaviors, discuss leadership styles and learn how to get the most out of your staff by using state of the art techniques such as Neuro-Linguistic Programming NLP, Emotional Intelligence, and psychometric testing.

This course will give you the knowledge and understanding you need to move forward with enthusiasm and assurance. You will feel able to build a productive and cohesive unit, establishing strong working relationships with people at all levels. As you gain in experience and confidence, you will be recognized as an able and supportive supervisor and colleague.

Course Objectives

- Develop skills and abilities which can be put to immediate use in the workplace
- Recognizing personal style and behavior preferences
- Build effective communication skills
- Develop strategies for creating a positive work environment
- Learn how to delegate and motivate
- Build and develop teams
- Recognize differing behavioral styles and learn to adapt to them in order to build lasting rapport
- Understand the key roles you have in encouraging and developing your staff
- Harness the power of personal motivation

- Give and receive feedback on performance and perception
- Massively improve your leadership skills

Target Audience

This program is designed for:

- Managers, supervisors, and team leaders seeking to enhance communication, influence, and leadership effectiveness.
- Professionals responsible for managing teams, building relationships, and improving workplace collaboration.
- HR, training, and development professionals focused on employee engagement and behavioral development.
- Customer-facing professionals who require strong interpersonal skills and emotional intelligence.
- Sales, client relations, and service professionals aiming to build rapport and influence others effectively.
- Individuals interested in developing self-awareness, motivation, and personal effectiveness using NLP and emotional intelligence techniques.
- Employees at all levels who want to improve communication, empathy, and workplace relationships.

Course Outlines

Day 1: How to Build Lasting Rapport

- The art of building lasting rapport
- How to identify behavioral traits and react to them
- How to modify your own behavior to match others
- Sharpen your senses to the signals others are sending you
- Connect with colleagues and clients at a level that creates deeper trust and commitment
- Step into another person's shoes to better appreciate their experiences and motivations
- Read body language in order to understand how others are thinking and responding to you

Day 2: Self Awareness

- Key concepts of NLP
- The relationships between NLP and Emotional Intelligence
- Connecting your feelings for greater self-awareness
- Eliciting emotions
- Noticing your unconscious messages and following your intuitions

- Self-talk and what it means
- Maslow's Hierarchy of Needs
- Internal and external referencing

Day 3: Crystal Clear Communication

- Powerful listening and questioning techniques
- Thinking patterns
- Filters to communication
- The use of Metaphors
- Sub-modalities
- Perceptual positions
- Climates of trust
- Well-formed outcomes
- Communication exercises

Day 4: Empathy

- Review how to sharpen your senses to the signals others are sending you
- Communicating first impressions
- The secrets of body language
- How we communicate
- Filters to communication
- Understanding the science of lying
- Learning Styles
- Modeling - how others do things

Day 5: Motivation

- Logical levels of change
- The importance of values in motivation

- Eliciting values for yourself and your organization
- The secrets of motivation
- Setting goals that motivate
- Creating a positive future for your organization
- Testing your well-formed outcomes
- Stepping into the future

Registration form on the Training Course: Effective People Skills

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

Delegate Information

Full Name (Mr / Ms / Dr / Eng):
Position:
Telephone / Mobile:
Personal E-Mail:
Official E-Mail:

Company Information

Company Name:
Address:
City / Country:

Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):
Position:
Telephone / Mobile:
Personal E-Mail:
Official E-Mail:

Payment Method

- ☐ Please find enclosed a cheque made payable to Global Horizon
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or training@gh4t.com

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3 Oudai street, Aldouki,
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