



International Training  
Center Paris

# TRAINING SCHEDULE



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# INTERPERSONAL SKILLS FOR ADMINISTRATIVE PROFESSIONALS

## Overview:

Interpersonal skills are essential for administrative professionals to effectively communicate and build relationships with colleagues, clients, and other stakeholders. This five-day training program on interpersonal skills for administrative professionals will cover a range of topics, including active listening, assertiveness, conflict resolution, and emotional intelligence. Participants will learn strategies for communicating effectively, managing difficult conversations, and building positive relationships with colleagues and clients.

### Objectives:

- Develop active listening skills to better understand the needs and concerns of others
- Enhance assertiveness skills to express opinions and ideas in a clear and confident manner
- Learn conflict resolution techniques to resolve disputes effectively and collaboratively
- Develop emotional intelligence to better manage personal emotions and understand the emotions of others
- Build positive relationships with colleagues and clients through effective communication and relationship-building strategies

Overall, this 5-day training program in Interpersonal Skills for Administrative Professionals is designed to provide participants with the necessary skills to improve their interpersonal communication and relationship-building abilities in the workplace. By enhancing their emotional intelligence, active listening, conflict resolution, and networking skills, participants will be better equipped to handle a wide range of workplace situations with confidence and professionalism. With these skills, administrative professionals can effectively collaborate with their colleagues, build stronger relationships with clients, and contribute to the success of their organization.

# Targeted Groups:

- Administrative assistants
- Office managers
- Team leads
- Human resources professionals
- Professionals seeking to enhance workplace relationships

# Planning:

## Day 1: Introduction to Interpersonal Skills

- Importance of interpersonal skills for administrative professionals
- Self-awareness and emotional intelligence
- Communication styles and preferences

## Day 2: Active Listening

- Elements of active listening
- Barriers to effective listening
- Practicing active listening skills

## Day 3: Assertiveness

- Definition of assertiveness
- Developing assertiveness skills
- Applying assertiveness in the workplace

## Day 4: Conflict Resolution

- Types of conflicts in the workplace
- Conflict resolution techniques
- Collaborative problem-solving

## Day 5: Building Positive Relationships

- Relationship-building strategies
- Professional networking
- Emotional intelligence in relationship building