



Interpersonal & Communication Skills: Advanced Level

Administration, Communication & Customer Service

QGT-ADM-128 | Advanced | 5 or 10 days | Online, classroom, in-house

Course overview

Interpersonal & Communication Skills: Advanced Level is an advanced programme for experienced practitioners in Interpersonal & Communication Skills. It covers the principles, the requirements of international service and communication best practice, and the practical methods used on site, with case studies from operations in the Gulf, Africa and worldwide. Available online, in the classroom in 60 cities, or in-house.

What participants will be able to do

- Explain the principles, terminology and scope of Interpersonal & Communication Skills
- Apply the relevant requirements of international service and communication best practice
- Apply advanced analysis methods to real operating data
- Recognise common problems, risks and root causes and choose the right corrective action
- Prepare an improvement plan for their own site or organisation

Who should attend

Designed for administrative staff, executive assistants, marketing, sales and customer-facing teams with at least three years of experience.

Course outline (5 days)

Day 1: Core principles revisited

Fast review and recent changes in international service and communication best practice

Day 2: Advanced analysis methods

Detailed techniques, data interpretation and calculations

Day 3: Design and performance optimisation

Improving reliability, efficiency and cost

Day 4: Troubleshooting complex cases

Diagnosing multi-cause problems from field data

Day 5: Risk, decisions and integration

Building a risk-based plan and presenting recommendations

What the 10-day edition adds

Day 6: Applied project, part 1 – Apply the week-one methods to a case from your organisation

Day 7: Data and digital tools – Software, spreadsheets and digital tools used in practice

Day 8: Lessons from incidents and audits – What investigations and audit findings teach

Day 9: Applied project, part 2 – Complete, test and refine your solution

Day 10: Presentations and final assessment – Present to the group and complete the final assessment

Fees (USD per participant)

Duration	Live online	Classroom	In-house
5 days	\$3,000	\$5,500	On quote
10 days	\$5,500	\$9,900	On quote

Fees include course material and certificate of completion; classroom fees include refreshments and lunch. In-house training is priced per group.

Dates and cities 2027–2030

Dates	City	Format	Duration	Fee
1–12 Mar 2027	Tbilisi	Classroom	10 days	\$9,900
8–12 Aug 2027	Riyadh	Classroom	5 days	\$5,500
13–24 Sep 2027	Dublin	Classroom	10 days	\$9,900
15–19 Nov 2027	Istanbul	Classroom	5 days	\$5,500
29 Nov – 10 Dec 2027	Online (live)	Online (live)	10 days	\$5,500
24 Jul – 4 Aug 2028	Munich	Classroom	10 days	\$9,900
30 Jul – 3 Aug 2028	Amman	Classroom	5 days	\$5,500
18–29 Sep 2028	Prague	Classroom	10 days	\$9,900
2–6 Oct 2028	Berlin	Classroom	5 days	\$5,500
4–15 Dec 2028	Online (live)	Online (live)	10 days	\$5,500
8–19 Jan 2029	Lagos	Classroom	10 days	\$9,900
15–19 Jan 2029	Prague	Classroom	5 days	\$5,500
19–30 Mar 2029	Brussels	Classroom	10 days	\$9,900
22–26 Oct 2029	Marrakech	Classroom	5 days	\$5,500
5–16 Nov 2029	Online (live)	Online (live)	10 days	\$5,500
21 Jan – 1 Feb 2030	Houston	Classroom	10 days	\$9,900
28 Jan – 1 Feb 2030	Sharjah	Classroom	5 days	\$5,500
17–28 Jun 2030	Casablanca	Classroom	10 days	\$9,900
5–9 Aug 2030	Prague	Classroom	5 days	\$5,500
26 Aug – 6 Sep 2030	Online (live)	Online (live)	10 days	\$5,500

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/interpersonal-and-communication-skills-advanced-level/>

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