



Interpersonal & Communication Skills: Practical Workshop

Administration, Communication & Customer Service

QGT-ADM-146 | Practical workshop | 5 or 10 days | Online, classroom, in-house

Course overview

Interpersonal & Communication Skills: Practical Workshop is a hands-on workshop built around exercises and real site problems 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
- Use practical tools, checklists and calculations with confidence
- 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 who want practice rather than theory.

Course outline (5 days)

Day 1: Workshop briefing and baseline

Participants bring a real problem from their own site

Day 2: Guided practice 1

Hands-on exercises using templates, checklists and calculators

Day 3: Guided practice 2

Simulations and role-play based on Interpersonal & Communication Skills scenarios

Day 4: Field cases from the Gulf and Africa

Analysing what went wrong and what worked

Day 5: Action plan and peer review

Each participant leaves with a reviewed improvement plan

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
26–30 Apr 2027	Barcelona	Classroom	5 days	\$5,500
23 May – 3 Jun 2027	Dammam	Classroom	10 days	\$9,900
16–20 Aug 2027	Tunis	Classroom	5 days	\$5,500
4–15 Oct 2027	Geneva	Classroom	10 days	\$9,900
1–5 Nov 2027	Online (live)	Online (live)	5 days	\$3,000
31 Jan – 4 Feb 2028	Bangkok	Classroom	5 days	\$5,500
1–12 May 2028	Luanda	Classroom	10 days	\$9,900
19–23 Jun 2028	Baku	Classroom	5 days	\$5,500
31 Jul – 11 Aug 2028	Brussels	Classroom	10 days	\$9,900
6–10 Nov 2028	Online (live)	Online (live)	5 days	\$3,000
16–20 Apr 2029	Dublin	Classroom	5 days	\$5,500
11–22 Jun 2029	Paris	Classroom	10 days	\$9,900
17–21 Jun 2029	Doha	Classroom	5 days	\$5,500
8–19 Oct 2029	Johannesburg	Classroom	10 days	\$9,900
15–19 Oct 2029	Online (live)	Online (live)	5 days	\$3,000
18–22 Feb 2030	Berlin	Classroom	5 days	\$5,500
5–16 Aug 2030	Houston	Classroom	10 days	\$9,900
19–23 Aug 2030	Toronto	Classroom	5 days	\$5,500
9–20 Sep 2030	Manchester	Classroom	10 days	\$9,900
7–11 Oct 2030	Online (live)	Online (live)	5 days	\$3,000

How to register

Register online or scan the code

<https://qimmatrainig.com/courses/interpersonal-and-communication-skills-practical-workshop>

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