

**Luthando Skills & Training**

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**An Intensive 3-day Training Course**

**Mastering Personal and Interpersonal Skills**

**Unlocking Your Full Potential for Lasting Success and Fulfillment**

**Classroom sessions**

Date	Venue	Fees
3-5 September 2025	Sandton	R 8,999

**INTRODUCTION**

This Personal and Interpersonal Skills training course is your gateway to achieving remarkable personal and professional growth. Personal and Interpersonal Skills training course is a transformative five-day training course that engages in dynamic activities, insightful discussions, and hands-on exercises designed to empower you with the tools needed to excel. Whether you're aiming to enhance your leadership abilities, improve communication, or build stronger relationships, this training course offers a comprehensive roadmap to help you thrive in today's fast-paced world.

Become part of an engaging and supportive environment focused on achieving personal excellence and mastering interpersonal skills. Dive deep into the principles of emotional intelligence, active listening, conflict resolution, and assertiveness. By the end of this training course, you will have gained invaluable skills to navigate complex social dynamics with confidence and poise. The whole training course is designed to unlock your full potential and set yourself on a path to lasting success and fulfillment, in many different areas of life.

This Personal and Interpersonal Skills training course will highlight:

- **Self-Awareness and Personal Growth:** Discover your strengths and areas for improvement through reflective exercises and goal-setting activities.
- **Emotional Intelligence:** Enhance your ability to understand and manage your own emotions and those of others, fostering deeper connections and empathy.
- **Effective Communication:** Learn powerful communication techniques, including active listening, non-verbal cues, and persuasive speaking, to improve your interactions both personally and professionally.
- **Conflict Resolution:** Gain practical skills to navigate and resolve conflicts constructively, ensuring positive outcomes and stronger relationships.

- Assertiveness and Confidence: Develop the ability to express yourself confidently and assertively, promoting mutual respect and understanding in all your interactions.

## TRAINING OBJECTIVES

At the end of this Personal and Interpersonal Skills training course, you will learn to:

- Develop Self-Awareness and Personal Effectiveness: Understand and enhance your personal strengths and areas for growth to achieve greater personal effectiveness.
- Enhance Emotional Intelligence and Empathy: Learn to recognize, understand, and manage your emotions and empathize with others for improved relationships.
- Apply Advanced Communication Techniques: Master the skills of active listening, non-verbal communication, and persuasive speaking to enhance your interactions.
- Resolve Conflicts Constructively and Effectively: Analyze and apply conflict resolution strategies to handle disputes and disagreements in a positive and productive manner.
- Build Assertiveness and Confidence in Interactions: Develop the ability to express yourself confidently and assertively, ensuring mutual respect and understanding in all your communications.

## TRAINING METHODOLOGY

Our training methodology combines interactive lectures, hands-on activities, and group discussions to create an engaging and immersive learning experience. Participants will engage in role-playing scenarios, and practical exercises to apply the skills learned. Real-life examples and peer feedback will enhance understanding and retention. Additionally, reflective journaling and self-assessment tools will be used to foster personal growth and development. This multi-faceted approach ensures a comprehensive and impactful learning journey.

## Organisational Impact

The Organisation will have the following benefits:

- Enhanced Employee Communication and Collaboration
- Improved Conflict Resolution and Team Harmony
- Increased Emotional Intelligence and Empathy
- Greater Personal Accountability and Productivity
- Strengthened Leadership and Management Skills
- Boosted Morale and Employee Engagement

## Personal Impact

At the end of this Personal and Interpersonal Skills training course, the participants will gain the following:

- Enhanced Self-Awareness and Personal Growth
- Improved Emotional Intelligence and Empathy
- Advanced Communication and Persuasion Skills
- Effective Conflict Resolution Techniques
- Increased Confidence and Assertiveness
- Stronger Leadership and Teamwork Abilities

## WHO SHOULD ATTEND?

This training course is ideal for professionals seeking to enhance their personal and interpersonal skills to

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achieve greater success. It is designed for individuals at all levels who want to improve their communication, emotional intelligence, and leadership abilities.

This Personal & Interpersonal Skills training course is suitable to a wide range of professionals but will greatly benefit

- Team leaders and managers looking to improve team dynamics.
- Professionals aspiring to leadership and management roles.
- Employees aiming to enhance their communication and conflict resolution skills.
- Customer service representatives striving for better client interactions.
- Human resources personnel focused on employee development.
- Any professional committed to personal and professional growth.

## SEMINAR OUTLINE

### Day 1

#### Foundations of Personal Mastery:

- Understanding self-awareness and personal growth
- Identifying strengths and areas for improvement
- Setting personal and professional goals
- Cultivating a growth mindset

#### Emotional Intelligence Essentials:

- Defining emotional intelligence and its importance
- Recognizing and managing personal emotions
- Developing empathy and understanding others' emotions
- Building emotional resilience
- Applying emotional intelligence in the workplace

### Day 2

#### Advanced Communication Skills:

- Principles of effective communication
- Active listening and non-verbal communication
- Enhancing persuasive speaking abilities
- Overcoming communication barriers
- Tailoring communication to different audiences

#### Conflict Resolution and Relationship Building:

- Understanding the nature of conflicts
  - Strategies for constructive conflict resolution
  - Fostering positive and productive relationships
  - Building trust and collaboration within teams
  - Negotiation techniques for win-win outcomes
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## Day 3

### Assertiveness and Leadership Development:

- Defining assertiveness and its benefits
- Techniques for confident and respectful self-expression
- Exploring leadership styles and qualities
- Applying interpersonal skills in leadership roles

## CERTIFICATE

- On successful completion of this training course, Luthando Skills Certificate will be awarded to the delegates

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