

Effective Interpersonal Communication: Mutual Alignment, Trusted Rapport and Collaboration

Core skills developed



Decision making & judgement



Leading self & others



Collaboration & teamwork



Effective communication



Adaptability & learning agility



Relationship & stakeholder management



Emotional Intelligence (EQ)

Benefits

High-value human communication that turns discussion into progress

In workplaces where AI can draft messages and automate routine communication, professional credibility is shaped by what happens when people speak. As digital volume increases, work often slows not through lack of effort, but when meaning drifts, expectations diverge and alignment is assumed rather than confirmed.

This course focuses on the human judgement behind effective interpersonal communication. Participants develop skills to shape spoken communication with intent, maintain alignment as conversations unfold, and ensure meaning is shared rather than inferred. The emphasis is on everyday interactions that support trust, momentum and effective collaboration.

The result is more reliable communication, steadier progress and greater confidence that discussion leads to action.

- ✓ Participants will connect and collaborate with stakeholders through clear, confident and credible spoken communication
- ✓ Stakeholders will engage in communication characterised by trust, alignment and reliability, enabling smoother collaboration and confident progress across shared work.
- ✓ Your organisation will operate with greater momentum and coordination as everyday communication supports shared understanding, trusted relationships and consistent performance across teams.

Modules

Understanding your communication impact 1

- Recognising how verbal, vocal and non-verbal choices influence impact at work
- Reviewing current communication habits to identify strengths and priority areas

Competency: *Assess how personal communication choices shape clarity and rapport, strengthening professional effectiveness in everyday interactions.*

Making meaning easy to follow 2

- Clarifying intent, relevance and audience needs before speaking
- Structuring spoken messages so information is easy to process and respond to

Competency: *Apply clear spoken structures to convey intent effectively, supporting timely understanding and confident action by others.*

Adapting your approach for stronger interactions 3

- Recognising different communication preferences in workplace interactions
- Adjusting style, pace and emphasis to suit people and situations

Competency: *Adapt communication to suit different working styles, building rapport and supporting more productive interactions.*

Projecting credibility and care 4

- Using voice and body language with intention to reinforce meaning
- Aligning non-verbal signals with tone, context and emotional intent

Competency: *Use vocal and physical presence deliberately to project credibility and care, strengthening trust in professional communication.*

Building rapport that supports work 5

- Establishing rapport through attentive, respectful interaction
- Sustaining positive working relationships across everyday and remote contexts

Competency: *Build rapport consistently to create ease and cooperation, supporting effective collaboration and ongoing working relationships.*

Listening for meaning and intent 6

- Staying present and focused during workplace conversations
- Using listening behaviours that signal attention, respect and interest

Competency: *Listen with intent to interpret meaning accurately, strengthening understanding and professional trust.*

Creating shared understanding 7

- Checking and clarifying meaning during conversations
- Summarising key points to confirm alignment and next steps

Competency: *Create shared understanding through clear checking and clarification, enabling confident progress and aligned action.*

Strengthening communication in practice 8

- Reflecting on real workplace interactions to identify practical adjustments
- Setting focused goals to sustain effective communication habits

Competency: *Apply reflective practice to refine communication choices, supporting consistent clarity and professional confidence over time.*

Outcomes

- ★ Structure spoken messages so intent is clear, information is easy to follow, and next steps are understood.
- ★ Adjust approach and vocal delivery to suit different people and contexts, strengthening credibility and keeping communication appropriate and effective.
- ★ Sustain focus in conversations and use checking, clarifying and summarising to align understanding and expectations as discussions progress.