



Interpersonal & Communication Skills Masterclass

Administration, Communication & Customer Service

QGT-ADM-164 | Masterclass | 5 or 10 days | Online, classroom, in-house

Course overview

Interpersonal & Communication Skills Masterclass is a senior-level masterclass on strategy and performance 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
- Build a business case and roadmap their leadership team can act on

Who should attend

Designed for administrative staff, executive assistants, marketing, sales and customer-facing teams in senior and leadership roles.

Course outline (5 days)

Day 1: Strategic view of Interpersonal & Communication Skills

Trends, regulation and what leading companies do differently

Day 2: Benchmarking and performance

KPIs, maturity models and gap analysis

Day 3: Lessons from major incidents and projects

Decision points that changed outcomes

Day 4: Leading the change

Building the business case, budget and team capability

Day 5: Masterclass forum

Expert panel, peer exchange and personal roadmap

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
1–5 Mar 2027	Nairobi	Classroom	5 days	\$5,500
21 Jun – 2 Jul 2027	Milan	Classroom	10 days	\$9,900
6–10 Sep 2027	Beirut	Classroom	5 days	\$5,500
1–12 Nov 2027	Brussels	Classroom	10 days	\$9,900
6–10 Dec 2027	Online (live)	Online (live)	5 days	\$3,000
31 Jan – 4 Feb 2028	Beirut	Classroom	5 days	\$5,500
10–21 Apr 2028	Singapore	Classroom	10 days	\$9,900
3–7 Jul 2028	Stockholm	Classroom	5 days	\$5,500
20–31 Aug 2028	Salalah	Classroom	10 days	\$9,900
6–10 Nov 2028	Online (live)	Online (live)	5 days	\$3,000
8–12 Jan 2029	Istanbul	Classroom	5 days	\$5,500
18–29 Jun 2029	Vienna	Classroom	10 days	\$9,900
15–19 Jul 2029	Alexandria	Classroom	5 days	\$5,500
20–31 Aug 2029	Tbilisi	Classroom	10 days	\$9,900
5–9 Nov 2029	Online (live)	Online (live)	5 days	\$3,000
8–12 Apr 2030	Cape Town	Classroom	5 days	\$5,500
14–25 Apr 2030	Alexandria	Classroom	10 days	\$9,900
1–5 Jul 2030	Sharjah	Classroom	5 days	\$5,500
8–19 Jul 2030	Beirut	Classroom	10 days	\$9,900
5–9 Aug 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-masterclass/>

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