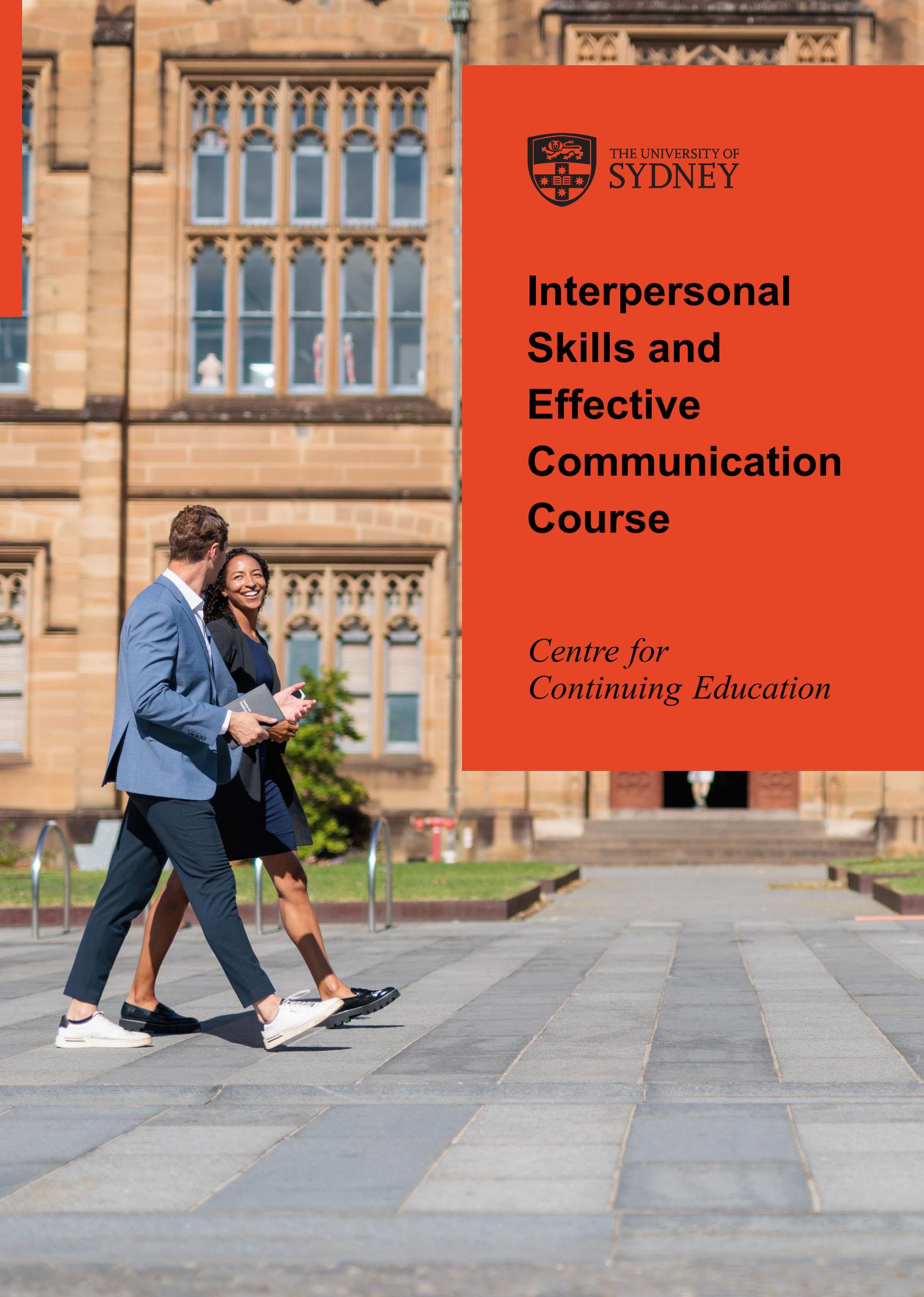




THE UNIVERSITY OF
SYDNEY

Interpersonal Skills and Effective Communication Course

*Centre for
Continuing Education*



Interpersonal Skills and Effective Communication Course

Effective communication and strong interpersonal skills are essential for leadership, teamwork, and career growth in today's workplace. This practical, evidence-based communication skills course helps professionals build confidence, influence others, and manage challenging workplace conversations more effectively.

Through interactive activities and real-world case studies, you will discover your personal communication style, learn how to recognise and adapt to different communication styles, choose the right communication channel for any audience, and apply active listening and non-verbal communication techniques to build trust and collaboration.

You will also strengthen your assertiveness, gain tools to handle difficult conversations, and practise giving and receiving feedback in ways that promote psychological safety and stronger workplace relationships. With practical strategies and AI-powered tools to act as your personal communication coach, you will finish with a tailored action plan to boost your communication effectiveness at work.

This course is ideal for professionals, team leaders, managers, and anyone looking to improve their influence and impact in a hybrid, fast-changing workplace. For deeper development, we recommend pairing this course with our Emotional Intelligence Course, or our Team Managers and Leaders Course: Essential Skills.

Intended audience

This course is designed for professionals at all levels who want to improve their communication skills and strengthen workplace relationships. It's particularly valuable for:

- Team leaders, managers, and supervisors seeking to influence, motivate, and engage their teams
- Professionals looking to enhance their collaboration and impact in cross-functional or hybrid environments
- Individuals who want to build confidence when giving feedback, handling difficult conversations, or presenting ideas
- Anyone seeking to better understand their own communication style and adapt to others for improved workplace outcomes.



Course duration

1 session, 8 hours total



Time

9am – 5pm



Format

Face-to-face
or
Online in real-time



Dates

Browse available
[course dates](#)



Upon completion

Every participant receives a University of Sydney certificate of completion.



Aims

This course aims to provide participants with practical strategies to communicate more clearly and confidently at work. The course focuses on everyday interactions and equips learners to adapt their approach, supporting their long-term professional growth. It also highlights why interpersonal skills and effective communication matter and provides a safe environment to practise core techniques that translate directly to their job.

The course covers key communication strategies that apply to face-to-face, virtual and written communication.

Through guided practice and feedback, participants will be ready to navigate common barriers and apply communication tools to create better outcomes in real workplace situations.



Outcomes

By the end of this course, you should be able to:

- build interpersonal skills and effective communication fundamentals
- choose an appropriate communication mode and channel for the purpose and audience
- identify your personal communication style
- recognise others' communication styles and adapt your approach to influence others
- use active listening and effective non-verbal communication
- build assertiveness and navigate difficult conversations in workplace interactions.



Content

Topic 1: Building interpersonal skills and effective communication

- Why interpersonal skills and effective communication are important
- What is effective communication
- Modes and channels of communication

Topic 2: Understanding and adapting communication styles

- What influences behaviour and communication styles
- Understanding your own communication style
- Identifying others' communication styles
- Adapting to different communication styles for rapport and influence

Topic 3: Active listening and non-verbal communication

- Listening for content, emotion, and intent
- Questioning and summarising to check understanding
- Aligning body language, facial expressions, and tone

Topic 4: Courageous conversations

- Why we avoid difficult conversations
- Giving and receiving feedback effectively
- Building assertiveness

Topic 5: Application

- AI as your communication coach
- Personal action plan



“I thoroughly enjoyed the course, the contents were clear. The facilitator was captivating and extremely knowledgeable, I am grateful I was given the opportunity to attend, as part of my learning development as a Team Leader. I would love to attend any future courses that Wendy is the tutor. Excellent.”

Fiasasagi Leha’uli

“Wendy was fantastic. She was entertaining, enthusiastic and very knowledgeable. It is a very difficult skills based course to teach and she did very well. I feel like I can apply what I learnt in the intense training in both my professional and personal life. It was very insightful.”

Nicole Quirk



Delivery style

This course is highly interactive and practical. Participants will engage in:

- real-world scenarios and workplace-relevant case studies
- interactive activities to identify and apply personal communication styles
- group discussions and role-plays
- personalised reflection exercises to build self-awareness and action plans.

Materials

Course materials, including a course booklet, are provided electronically.

Prerequisites

None



Organisational training and development

This course can be delivered as a private session for groups, and tailored to meet the needs of your business. Contact us to discuss our range of organisational training solutions.

[Learn more](#)



THE UNIVERSITY OF
SYDNEY

We recognise and pay respect to the Elders and communities – past, present, and emerging – of the lands that the University of Sydney's campuses stand on. For thousands of years they have shared and exchanged knowledges across innumerable generations for the benefit of all.

Empower ambition,
inspire leadership

For more information

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cce.sydney.edu.au

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