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COURSE BROCHURE

Effective People Skills Training Course for Cross-Team Professionals

6 – 10 September 2027
Vienna

Effective People Skills Training Course for Cross-Team Professionals

Ref: 1321_49567 **Date:** 6 – 10 September 2027 **Location:** Vienna **Fees:** 5900 GBP

Effective People Skills is a 1-week training course for professionals and supervisors who depend on cooperation from colleagues outside their own team, and who leave with a Working Relationship Plan mapping key contacts, their preferences and the steps to strengthen each connection. Matrix structures and shared services mean most work now crosses departmental lines, where goodwill matters as much as authority. Jupiter Prime Training offers this course on Effective People Skills.

Why Effective People Skills Matter Now

Shared service centres, project matrices and remote collaboration have multiplied the number of people each professional must work with but does not manage. Requests travel through chat and email stripped of tone, misunderstandings grow quickly, and silos form when departments feel ignored. Organisations where staff listen well, adapt to different temperaments and give feedback constructively resolve handover problems early and keep cross-functional projects moving; where people skills are weak, friction slows decisions and drains morale. The course draws on the Johari Window for self-disclosure and feedback, behavioural style models based on assertiveness and responsiveness, Transactional Analysis TA and the Situation-Behaviour-Impact SBI feedback model.

Who Gains Most from Effective People Skills

- Professionals who rely on other departments for data, approvals or resources
- Supervisors who coordinate handovers between shifts, sites or functions
- Internal service providers such as finance, IT and HR business partners
- Project coordinators who influence contributors from several reporting lines
- Specialists newly moved into roles with frequent stakeholder contact

Shared service and support functions gain most when several colleagues attend together and agree common habits for requests, follow-ups and feedback with internal customers.

Effective People Skills Capabilities

Participants practise listening, style-reading and feedback on real cross-team frictions drawn from hospitals and logistics companies.

- Apply levels of active listening to confirm meaning before responding — for colleagues whose requests are easily misread
- Assess behavioural styles from observable cues and adapt pace and detail — for counterparts with different working preferences
- Build rapport quickly through matching, curiosity and shared goals — for new contacts in other departments
- Communicate constructive feedback using the SBI model — for peers whose behaviour affects shared work
- Test calm responses to difficult behaviours such as blocking or blaming — for tense cross-team situations
- Design a relationship map and action steps for key internal contacts — for managers who need smoother cooperation

Key Effective People Skills Terms

- Active listening — attending fully, paraphrasing and questioning to confirm meaning before replying or acting.
- Rapport — a sense of mutual understanding and trust that makes cooperation easier and conversations more open.
- Behavioural style — a person's typical pattern of pace, directness and emotional expression when working with others.
- Johari Window — a model showing what is known or unknown about a person to themselves and to others.
- Internal customer — a colleague or department that receives work, information or service from another part of the organisation.
- Relationship map — a visual of key contacts, the strength of each relationship and its importance to one's work.

Effective People Skills Day by Day

Day 1: Relationships Across the Organisation

- Cross-Team Dependency Mapping — Identifying Whose Cooperation Work Relies On
- Johari Window Self-Review — Discovering Blind Spots Others Notice
- First Impressions and Credibility — Shaping How New Contacts Perceive You
- Internal Customer Expectations — Clarifying What Other Departments Need
- Silo Symptoms Checklist — Recognising Where Cooperation Is Breaking Down

Day 2: Listening and Rapport

- Levels of Active Listening — Moving From Hearing to Confirming Meaning
- Paraphrasing and Summarising — Preventing Costly Misunderstandings
- Open and Probing Questions — Uncovering Needs Behind Requests
- Rapport Building Techniques — Finding Common Ground With New Contacts
- Written Tone in Chat and Email — Keeping Warmth in Brief Messages

Day 3: Reading and Adapting to Styles

- Behavioural Style Model — Placing People on Assertiveness and Responsiveness
- Style Cues From Behaviour — Spotting Preferences in Meetings and Messages
- Flexing Pace and Detail — Adapting Communication for Each Style
- Transactional Analysis Exchanges — Keeping Conversations in Adult Mode
- Cultural Differences in Communication — Adjusting for Context and Directness

Day 4: Feedback and Difficult Behaviour

- SBI Feedback Model — Describing Behaviour and Its Impact Precisely
- Receiving Feedback Gracefully — Turning Criticism Into Useful Information
- Difficult Behaviour Patterns — Responding to Blocking, Blaming and Withdrawal
- Interest-Based Problem Solving — Moving From Positions to Shared Needs
- Repairing Damaged Relationships — Planning a Reset Conversation

Day 5: Practising the Working Relationship Plan

- Relationship Map Build — Rating Key Contacts by Strength and Importance
- Style-Adapted Request Rehearsal — Applying Style Flexing to a Real Ask
- Feedback Conversation Practice — Combining SBI With Active Listening
- Reset Conversation Role-Play — Repairing a Strained Cross-Team Link
- Working Relationship Plan — Setting Actions for Each Priority Contact

Applying Effective People Skills After the Course

- Hold a short expectations conversation with one internal customer and record agreed service needs.
- Use the SBI model to give feedback to one cross-team colleague within a month and note the response.

Effective People Skills Questions FAQ

What are effective people skills, and why do they matter now?

Effective people skills are the listening, rapport, style-adapting and feedback abilities that make cooperation work. They matter now because most tasks cross departmental lines, and progress depends on goodwill from colleagues one does not manage.

Which roles gain most from effective people skills training?

Professionals and supervisors who rely on other teams for inputs or approvals gain most, especially internal service providers and project coordinators. Specialists moving into stakeholder-facing roles also benefit from structured relationship methods.

How does effective people skills training differ from an emotional intelligence course?

It focuses on outward behaviours with colleagues: listening, adapting to styles, giving feedback and handling difficult behaviour. An emotional intelligence course concentrates more on understanding and regulating one's own emotions as the starting point.

What do you bring back from effective people skills training?

You bring back a plan that maps your key working relationships, rates each one and sets specific steps to strengthen or repair them, plus tested phrases for requests and feedback.

Effective People Skills: The Way Forward

The Working Relationship Plan maps the contacts a professional depends on, the style each prefers and the actions that will strengthen each link. Its first use is choosing which strained relationship to repair first, and the participant and line manager can use it in development discussions. After a quarter, the ratings deserve a fresh look as roles and projects change.