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COURSE BROCHURE

Personal and Interpersonal Skills Training Course for Technical Staff

2 – 6 May 2027
Amman

Personal and Interpersonal Skills Training Course for Technical Staff

Ref: 1391_52061 **Date:** 2 – 6 May 2027 **Location:** Amman **Fees:** 3300 GBP

Personal and Interpersonal Skills for Technical Staff is a 1-week training course for engineers, analysts, IT specialists and technical supervisors who now explain, persuade and negotiate as much as they design or fix, and who leave with a Personal Interpersonal Development Plan. Expert work increasingly depends on handovers, client calls and cross-functional decisions, so specialists who listen well and speak plainly move projects faster. Jupiter Prime Training delivers this course for technical professionals.

Why Personal and Interpersonal Skills Matters Now

Three shifts are pulling technical people out of the back room: projects run through mixed teams of engineers, users and suppliers; clients expect specialists to explain trade-offs without jargon; and many experts are promoted to supervise peers with little preparation. A specialist who reads reactions, states needs firmly and handles disagreement calmly prevents rework, escalations and lost trust; one who avoids these moments sees good solutions rejected. The course draws on the emotional intelligence EI model, the Johari window for feedback and self-disclosure, and the Thomas-Kilmann view of conflict styles, applied to engineering, IT and laboratory settings.

Who Gains Most from Personal and Interpersonal Skills

- Engineers who brief clients, contractors and operators on designs, faults and changes
- IT specialists who gather requirements from users and explain incidents to non-technical colleagues
- Analysts and scientists who present findings to managers and must defend their conclusions
- Technical supervisors newly responsible for coaching former peers and allocating shifts
- Maintenance and quality leads who raise safety or defect concerns across departments

Engineering, IT or laboratory groups gain most when two or three colleagues who already hand work to one another attend together and agree shared habits.

Personal and Interpersonal Skills Capabilities

Participants turn technical credibility into influence by managing their own reactions and reading those of the people they serve.

- Assess personal triggers, strengths and blind spots under pressure — choosing how to respond rather than react
- Apply active listening and clarifying questions to requirements discussions — users and internal clients
- Communicate technical trade-offs in plain language — managers who approve budgets and changes
- Use assertive requests and refusals without aggression — workload and safety decisions
- Build rapport with colleagues of different styles and backgrounds — smoother handovers
- Design a personal interpersonal development plan — the participant's line manager

Key Personal and Interpersonal Skills Terms

- Self-awareness — recognising one's own emotions, habits and their effect on others as they happen.
- Emotional intelligence — the ability to notice, understand and manage emotions in oneself and others to guide behaviour.
- Assertiveness — stating needs, opinions and limits clearly and respectfully, while respecting the rights of others.
- Active listening — giving full attention, reflecting meaning back and asking questions to confirm understanding before replying.
- Rapport — a sense of mutual trust and ease that makes open, honest exchange more likely.
- Johari window — a model of four areas of self-knowledge used to plan feedback and self-disclosure.

Personal and Interpersonal Skills Day by Day

Day 1: The Specialist in a Connected Workplace

- Technical Credibility Versus Influence — Why Good Solutions Get Rejected
- Stakeholder Map for a Technical Role — Who Needs What From the Specialist
- Communication Breakdown Cases From Engineering and IT — Root Causes
- Personal Style Self-Assessment — Preferences Under Normal and High Pressure
- Johari Window Exercise — Areas for Feedback and Disclosure

Day 2: Self-Awareness and Emotional Control

- Emotional Intelligence Model — Four Domains Applied to Technical Roles
- Trigger Mapping — Situations That Provoke Defensive Reactions
- Pause-and-Reframe Technique — Responding Calmly to Criticism of Work
- Stress Signals and Recovery Habits — Sustaining Focus Through Deadlines
- Personal Values Clarification — Consistent Choices With Colleagues and Clients

Day 3: Listening, Questioning and Plain Explanation

- Active Listening Levels — Hearing Requirements Behind the Request
- Open and Probing Question Sets — Clarifying Scope and Constraints
- Jargon Translation Method — Explaining Faults and Options to Non-Specialists
- Explain-Check-Confirm Loop — Avoiding Misunderstood Instructions
- Rapport Building Across Styles — Matching Pace and Detail Level

Day 4: Assertiveness and Difficult Conversations

- Passive, Aggressive and Assertive Responses — Choosing the Right Register
- Saying No to Scope Creep — Protecting Quality and Workload
- Thomas-Kilmann Conflict Styles — Selecting an Approach to Disagreement
- Structured Difficult Conversation Model — Raising Safety and Defect Concerns
- Giving and Receiving Feedback Between Peers — Behaviour Rather Than Personality

Day 5: Practising the Personal Interpersonal Development Plan

- Requirements Interview Role-Play — Applying Listening and Questioning
- Technical Briefing to a Sceptical Manager — Plain Explanation Under Challenge
- Difficult Conversation Rehearsal — Assertive Language and Emotional Control
- Peer Feedback on Observed Behaviours — Selecting Priority Habits
- Personal Interpersonal Development Plan — Goals, Practice Situations and Check-Ins

Applying Personal and Interpersonal Skills After the Course

- Use the explain-check-confirm loop in the next three client or user meetings and note where misunderstandings were avoided.
- Ask two colleagues for Johari-style feedback on one target behaviour and adjust the development plan accordingly.

Personal and Interpersonal Skills Questions FAQ

What are personal and interpersonal skills for technical staff and why do they matter now?

They are the self-management and relationship skills specialists need to influence others. They matter now because technical work runs through mixed teams and client conversations, where clarity and composure decide whether sound solutions are accepted.

Which roles gain most from personal and interpersonal skills training for technical staff?

Engineers, IT specialists, analysts, scientists and newly promoted technical supervisors gain most, especially those who brief clients, gather requirements or raise concerns across departments.

How does personal and interpersonal skills training for technical staff differ from general communication or leadership courses?

It uses technical situations throughout. General communication courses cover presentations and writing for all roles; leadership courses address managing teams. This course rehearses requirements interviews, fault explanations and safety conversations that specialists face daily.

What do you bring back from personal and interpersonal skills training for technical staff?

You bring back a personal development plan naming two or three priority habits, the situations where you will practise them and how colleagues will give you feedback.

Personal and Interpersonal Skills: The Way Forward

The Personal Interpersonal Development Plan first informs which recurring conversation, often a requirements meeting or a defect escalation, to handle differently next week. The participant and line manager use it in regular check-ins. After a month, revisit the trigger map: new responsibilities usually reveal pressures that did not show up during the course.