

EFFECTIVE PEOPLE MANAGEMENT & INTERPERSONAL SKILLS TRAINING

Date	Time	Duration	Venue	CPD	Cost (Incl. VAT)
27th Oct - 1st Nov, 2025	8:00 AM-4:00 PM	6 Day(s)	Bliss Resort, Mombasa	6	69,600.00

Course Overview

This six-day training equips participants with the interpersonal and people management skills needed to thrive in dynamic organizational environments. Participants will master emotional intelligence, assertive communication, conflict resolution, and relationship-building techniques tailored to administrative and HR support roles. Through practical exercises and scenario-based learning, they'll enhance their ability to manage workplace dynamics, support leadership, and foster a culture of professionalism and trust.

Course Objectives

By the end of this program, participants will be able to;

- Apply people management principles in administrative and HR support contexts
- Communicate clearly, assertively, and respectfully across organizational levels
- Build trust and professional relationships with colleagues and supervisors
- Manage conflict and difficult conversations with emotional intelligence
- Support team cohesion and leadership through proactive collaboration
- Demonstrate workplace etiquette, influence, and personal branding
- Navigate diversity, stress, and service challenges with confidence and empathy

Target Groups

This training is suitable to a wide range of professionals but will greatly benefit;

- Staff working in the HR Department
- Office Coordinators
- Staff working in Administration
- Executive Secretaries
- Clerical Officers (HR)
- HR Professionals



CHRP. Den PN Gathitu

Secretary General

Academy of Certified Human Resource Professionals