



## EFFECTIVE PEOPLE MANAGEMENT & INTERPERSONAL SKILLS TRAINING

| Date                     | Time            | Duration | Venue                     | CPD | Cost (Incl. VAT) |
|--------------------------|-----------------|----------|---------------------------|-----|------------------|
| 30th Nov - 5th Dec, 2026 | 8:00 AM-4:00 PM | 6 Day(s) | Blooming Suites, Naivasha | 6   | 75,400.00        |

### 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
- Human Resource Managers
- HR Business Partners

*Den PN Gathitu*

**CHRP. Den PN Gathitu**

**Secretary General**

**Academy of Certified Human Resource Professionals**