



London TDM

Soft Skills and Personal Development Training Courses

Course Venue: Malaysia - Kuala Lumpur

Course Date: From 29 March 2026 To 02 April 2026

Course Place: Royale Chulan Hotel

Course Fees: 6,000 USD

Introduction

Building effective relationships in the workplace is crucial for personal success and organizational growth. This five-day professional course is designed to equip participants with the skills and knowledge necessary to establish and maintain positive and productive workplace relationships. Through interactive sessions, participants will explore strategies to enhance communication, collaboration, and conflict resolution skills, ultimately fostering a more harmonious and efficient work environment.

Objectives

- Understand the importance of workplace relationships and their impact on organizational success.
- Learn techniques to enhance communication and active listening skills.
- Develop strategies for effective collaboration and teamwork.
- Identify and resolve workplace conflicts effectively.
- Foster a positive and inclusive workplace culture.

Course Outlines

Day 1: Introduction to Workplace Relationships

- Definition and significance of workplace relationships
- Different types of relationships at work
- The role of emotional intelligence in relationships
- Self-assessment: Evaluating personal relationship-building skills
- Setting personal goals for the course

Day 2: Enhancing Communication Skills

- Principles of effective communication
- Active listening techniques
- Non-verbal communication and its impact
- Communicating with clarity and purpose
- Building rapport with colleagues

Day 3: Collaborative Work and Team Dynamics

- Understanding team dynamics and roles
- Building trust among team members
- Encouraging diverse perspectives and inclusivity
- Tools for effective team collaboration
- Case studies: Successful team collaboration

Day 4: Conflict Resolution and Management

- Identifying common sources of workplace conflict
- Strategies for conflict resolution
- Negotiation skills for resolving differences
- Maintaining professionalism during conflict

- Role-playing exercises in conflict resolution

Day 5: Cultivating a Positive Workplace Culture

- Characteristics of a positive workplace culture
- Encouraging open communication and feedback
- Recognizing and rewarding positive behaviors
- Promoting work-life balance and well-being
- Action plan: Implementing change in your workplace