Celebrating 70 AMAzing Years

AHMEDABAD MANAGEMENT ASSOCIATION®

Madanmohan Ramanlal-AMA Centre for Human Resource Development

INTERPERSONAL SKILLS

Professional relationships are shaped not only by what people say, but by how they manage emotions, read others, build trust, and respond when viewpoints differ. Interpersonal effectiveness therefore depends on both emotional awareness and behavioural judgement. This one-day workshop helps participants strengthen self-awareness, emotional regulation, empathy, rapport, diplomacy, feedback, respectful disagreement, and the ability to read behavioural and emotional cues. The focus is on applying emotional intelligence in real interactions rather than treating it only as a concept. The program is practical and activity-driven, using individual reflection, pair and group exercises, real-life situations, role plays, observation, and feedback.

CONTENTS

Module 1 : Self-Awareness & Emotional Regulation: Recognizing emotional triggers and habitual response patterns; Understanding how emotions influence tone, words, and behaviour; Using pause, regulation, and response choice before reacting

Module 2 : Empathy & Perspective-Taking: Listening beyond words to understand feelings, needs, and context; Separating intention, impact, and interpretation; Responding with empathy without automatically agreeing

Module 3 : Rapport & Trust Building: Understanding behaviours that build or weaken trust; Using consistency, acknowledgement, and respectful listening to strengthen rapport; Building relationship credibility across colleagues, teams, and stakeholders

Module 4 : Diplomacy, Tact & Respectful Disagreement: Managing disagreement without avoidance, aggression, or unnecessary escalation; Balancing clarity, boundaries, respect, and relationship; Practising tactful language for sensitive and difficult conversations

Module 5 : Feedback Intelligence & Reading People: Giving feedback without triggering unnecessary defensiveness; Receiving criticism with reflection rather than immediate reaction; Reading behavioural and emotional cues to adapt communication appropriately

FOR WHOM

This workshop is suitable for participants who work with people, teams, clients, or stakeholders and want to strengthen interpersonal effectiveness, including: Working professionals and managers; Team leaders and emerging leaders; Entrepreneurs and business owners; Client-facing, HR, and people-management professionals; Educators, trainers, and institutional professionals; Anyone seeking stronger self-awareness, trust, feedback, and relationship effectiveness

FACULTY

Ms. Poonam Modi is a Corporate "Behavioral Communication Coach" and Guest Faculty with over 20 years of multi-industry experience across education, corporate training, leadership, sales and marketing, exports, commercial development, recruitment, programme management, and stakeholder engagement. Her work is anchored in the Behavioral Communication Ecosystem, which goes beyond conventional communication training to connect cognitive clarity, emotional intelligence, behavioural awareness, interpersonal effectiveness, adaptability, professional presence, and leadership behaviour. Her professional journey includes founding and leadership roles, along with senior responsibilities in international business, exports and marketing, business development, product sourcing and brand management, recruitment, programme management, and education. This enables her to bring real workplace realities into learning. She works across corporate, academic, institutional, government, entrepreneurial, and community environments, using experiential learning, structured frameworks, simulations, observation, reflection, and feedback to develop practical human and professional capability. Her certifications include Certified Soft Skills & Corporate Training, Alison's Kaizen Approach - Lean Methodology for Continuous Improvement.

Programme Date:
November 19, 2026

Duration:
Full Day

Time:
9.30 AM to 5.00 PM

Format:
ON CAMPUS

Programme Fee:
INR 1,500/- (Incl. GST)
Concession for Members 10%; Patron 20%; (Lunch included)

Last Date to Register:
November 18, 2026

Register

For bulk nominations and enquiries, please reach us at:

Mr. Dishank Panchal
Sr. Manager – Programs & Development
Mobile: 63525 56857
Email: dishank@amaindia.org

ISO 9001:2015 CERTIFIED

For enquiries and nominations, please reach us at:
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