



Interpersonal Skills

SEHG-CD-2866 · Business · approx. 11 min seat time · English · 100% online, self-paced

Accreditation & industry alignments: none verified on record — institutional accreditor mapping pending

COURSE DESCRIPTION

We've all met that dynamic, charismatic person that just has a way with others, and has a way of being remembered. Participants will identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name. The Interpersonal Skills course will help participants work towards being that unforgettable person by providing communication skills, negotiation techniques, tips on making an impact, and advice on networking and starting conversations. They will also identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation.

WHO THIS COURSE IS FOR

Working professionals, team leads, and career-changers who want practical, job-ready Business skills — no prior coursework required. Teams and organizations can enroll groups for consistent, measurable upskilling.

SKILLS & LEARNING OUTCOMES

Upon completion, the student will be able to:

- Understand the difference between hearing and listening
- Know some ways to improve the verbal skills of asking questions and communicating with power
- Understand what non-verbal communication is and how it can enhance interpersonal relationships
- Identify the skills needed in starting a conversation, moving a conversation along, and progressing to higher levels of conversation
- Identify ways of creating a powerful introduction, remembering names, and managing situations when you've forgotten someone's name
- Understand how seeing the other side, building bridges and giving in without giving up can improve skills in influencing other people

WHAT'S INCLUDED

- 1 clock hour(s) of self-paced online learning
- 12 course modules
- 11 instructional videos — 11 minutes of total video runtime
- This syllabus (PDF), downloadable for reference
- Official SEHG Certificate of Completion upon finishing the course
- Language editions: English

Delivered 100% online and self-paced in the SEHG learning platform. This section lists the materials currently delivered for this course.

MODULE MAP

- **Module 1 — Introduction**
 - Course Objectives

- **Module 2 — Verbal Communication Skills**
 - Listening and Hearing: They Aren't the Same Thing
 - Asking Questions
 - Communicating with Power
- **Module 3 — Non-Verbal Communication Skills**
 - Body Language
 - The Signals You Send to Others
 - It's Not What You Say, It's How You Say It
- **Module 4 — Making Small Talk and Moving Beyond**
 - Starting a Conversation
 - The Four Levels of Conversation
- **Module 5 — Moving the Conversation Along**
 - Asking for Examples
 - Using Repetition
 - Using Summary Questions
 - Asking for Clarity and Completeness
- **Module 6 — Remembering Names**
 - Creating a Powerful Introduction
 - Using Mnemonics
 - Uh-Oh...I've Forgotten Your Name
- **Module 7 — Influencing Skills**
 - Seeing the Other Side
 - Building a Bridge
 - Giving In Without Giving Up
- **Module 8 — Bringing People to Your Side**
 - A Dash of Emotion
 - Plenty of Facts
 - Bringing It All Together
- **Module 9 — Sharing Your Opinion**
 - Using I-Messages
 - Disagreeing Constructively
 - Building Consensus
- **Module 10 — Negotiation Basics**
 - Preparation
 - Opening
 - Bargaining
 - Closing
- **Module 11 — Making an Impact**
 - Creating a Powerful First Impression
 - Assessing a Situation
 - Being Zealous without Being Offensive
- **Module 12 — Assessment**

COMPLETION & CERTIFICATION

Completion-based: a certificate of completion is issued after all course videos have been viewed.
The certificate of completion is non-credit. This course does not currently carry academic credit or CEUs.

OFFICIAL SEHG CERTIFICATE

Graduates receive the official Synergy University Education Certificate of Completion — issued by the Office of the Registrar with a unique credential ID, shareable to LinkedIn and verifiable online.

Every certificate carries a unique credential ID — verify at:

SynergyEducation.AI/verify

SUPPORT, ACCESS & POLICIES

- Support: CEO@SynergyEducation.AI
- Accessibility: ADA/WCAG 2.1 AA-first delivery; accommodations available on request.
- Academic integrity and refund policies: per SEHG student handbook.

Enroll Today

Tuition per learner (Essentials tier) — enroll online with the course code below.

\$49 · SEHG-CD-2866 · SynergyEducation.AI

Also available: instructor-led workshop kits for teams — in-person training agendas, playbooks, and facilitator materials built on this course. Contact CEO@SynergyEducation.AI.