

INTERPERSONAL COMMUNICATION TRAINING IN THE PHILIPPINES

**Building Positive Workplace Relationships Through Clear, Respectful, Empathetic,
and Collaborative Communication**

**A Practical and Customizable Corporate Training Program by Making Strong Success
Corporation**

TRAINING OVERVIEW

Employees do not work in isolation. They communicate every day with colleagues, supervisors, direct reports, customers, suppliers, project teams, and other stakeholders who have different personalities, responsibilities, experiences, work styles, preferences, and expectations.

The quality of these interpersonal interactions directly affects teamwork, trust, cooperation, employee engagement, customer service, productivity, and workplace culture.

Interpersonal communication involves more than exchanging information. It includes how people listen, interpret messages, express emotions, respond to differences, ask questions, give feedback, clarify expectations, manage misunderstandings, and maintain professional relationships.

Employees may possess strong technical skills but still struggle when they need to:

- Work with colleagues whose personalities differ from theirs
- Express ideas or concerns without offending others
- Listen patiently during disagreement
- Ask for help or clarification
- Give or receive feedback
- Communicate boundaries and expectations
- Handle misunderstandings before they escalate
- Coordinate responsibilities across teams
- Respond to uncooperative or emotionally reactive coworkers
- Build rapport with new colleagues
- Communicate respectfully under pressure
- Repair relationships after communication mistakes

Poor interpersonal communication may result in:

- Misunderstandings and incorrect assumptions
- Workplace tension and damaged relationships
- Gossip, avoidance, and passive-aggressive behavior
- Employees feeling ignored, disrespected, or undervalued
- Conflict caused by differences in communication styles
- Weak cooperation and failed handoffs
- Reduced employee engagement
- Withholding of information

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- Low trust between coworkers
- Delays, mistakes, and unnecessary rework
- Reluctance to give or receive feedback
- Departmental silos and blame
- Poor customer and stakeholder experiences

This **Interpersonal Communication Training in the Philippines** equips participants with practical skills for understanding different people, listening actively, expressing ideas clearly, demonstrating empathy, communicating assertively, giving constructive feedback, managing misunderstandings, and building positive professional relationships.

The program emphasizes that effective interpersonal communication requires both competence and intention. Participants learn not only what to say but also how to listen, respond, adapt, and preserve respect during everyday workplace interactions.

This program is ideal for organizations searching for:

- **Interpersonal Communication Training in the Philippines**
- **Communicating with Co-Workers Training in the Philippines**
- **Communicating Interpersonally Training in the Philippines**
- **Training on Interpersonal Communication in the Philippines**
- **Training on Communicating Interpersonally in the Philippines**
- **Training on Communicating with Co-Workers in the Philippines**
- Workplace Relationship Skills Training
- Communication Skills for Employees
- Professional Relationship-Building Training
- Team Communication Training
- People Skills Training in the Philippines

Following the MSS **EnterTRAINment®** approach, participants engage in interpersonal communication assessments, listening exercises, communication-style activities, workplace simulations, feedback practice, relationship-building challenges, peer coaching, facilitator feedback, reflection, and action planning.

TRAINING GOAL

To strengthen participants' ability to communicate clearly, respectfully, empathetically, and collaboratively with coworkers and other workplace stakeholders so that misunderstandings are reduced, trust is strengthened, relationships improve, teamwork becomes more effective, and employees contribute to a positive and productive workplace culture.

TRAINING OBJECTIVES

By the end of the program, participants will be able to:

1. Explain the role of interpersonal communication in workplace relationships and performance.
2. Identify personal communication strengths, tendencies, habits, and improvement areas.
3. Recognize how personality, perception, emotions, assumptions, and past experiences affect communication.
4. Adapt communication to different coworkers, roles, and situations.
5. Listen actively to understand information, feelings, concerns, and perspectives.
6. Ask effective questions and clarify incomplete or confusing information.
7. Communicate ideas, requests, concerns, and expectations clearly and respectfully.
8. Apply assertive communication without becoming passive, aggressive, or passive-aggressive.
9. Demonstrate empathy while maintaining professional boundaries and accountability.
10. Give and receive positive, developmental, and corrective feedback constructively.
11. Manage misunderstandings and interpersonal tension before they escalate.
12. Respond professionally to difficult personalities and emotional reactions.
13. Repair workplace relationships after communication mistakes.
14. Strengthen trust, cooperation, and psychological safety among coworkers.
15. Apply a practical interpersonal communication framework to workplace situations.
16. Develop a personal Interpersonal Communication Improvement Plan.

FROM POINT A TO POINT B

Point A: Common Interpersonal Communication Challenges	Point B: Desired Interpersonal Communication Capability
Employees communicate based only on personal preference	Participants adapt communication to different people and situations
Assumptions replace clarification	Participants ask questions and verify understanding
People listen mainly to respond or defend themselves	Participants listen to understand information and perspectives
Employees avoid expressing concerns	Concerns are communicated assertively and respectfully
Communication becomes emotional or personal	Employees manage emotions and focus on the issue
Feedback is avoided or delivered poorly	Feedback becomes specific, constructive, and improvement-oriented
Coworkers interpret differences as disrespect	Differences are discussed with curiosity and professionalism
Misunderstandings remain unresolved	Employees address issues early and directly
Gossip replaces responsible conversation	Concerns are discussed with the appropriate person

Point A: Common Interpersonal Communication Challenges	Point B: Desired Interpersonal Communication Capability
People struggle to work with difficult personalities	Participants use practical strategies for managing challenging interactions
Trust is weakened after communication mistakes	Relationships are repaired through acknowledgment and corrective action
Departments and coworkers blame one another	Communication becomes collaborative and solution-focused
Employees hesitate to ask for help	Requests and support needs are expressed clearly
Workplace relationships depend only on personal compatibility	Professional relationships are built through intentional communication behaviors

ORGANIZATIONAL BENEFITS

This **Interpersonal Communication Training in the Philippines** can help organizations:

- Improve communication among coworkers
- Strengthen teamwork and collaboration
- Reduce misunderstandings and workplace tension
- Build more respectful and professional relationships
- Improve employees' active-listening skills
- Strengthen empathy and social awareness
- Encourage responsible employee voice
- Improve feedback and peer-coaching conversations
- Reduce gossip, avoidance, and passive-aggressive behavior
- Improve coordination and information-sharing
- Strengthen cooperation across departments
- Improve trust and psychological safety
- Help employees manage difficult personalities
- Improve customer and stakeholder interactions
- Reduce communication-related errors and rework
- Strengthen employee engagement and belonging
- Promote a positive and inclusive workplace culture
- Improve productivity through better working relationships

ONE-DAY INTERPERSONAL COMMUNICATION TRAINING PROGRAM OUTLINE

Recommended Schedule: 8:00 AM–5:00 PM

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
8:00–10:00 AM	MODULE 1: UNDERSTANDING INTERPERSONAL COMMUNICATION AND PERSONAL COMMUNICATION PATTERNS • What Is Interpersonal Communication? ◦ Communication as a relationship and performance tool ◦ The difference between transmitting information and creating understanding • The Interpersonal Communication Process ◦ Message, meaning, perception, interpretation, response, and feedback ◦ How context and relationships affect communication • Factors Affecting Interpersonal Communication ◦ Personality, values, emotions, assumptions, biases, experiences, and culture ◦ Hierarchy, authority, trust, and psychological safety • Understanding Personal Communication Tendencies ◦ Passive, aggressive, passive-aggressive, and assertive communication ◦ Communication strengths, blind spots, and emotional triggers • Recognizing Different Communication Preferences ◦ Direct versus indirect	Interpersonal Communication Self-Assessment Participants identify their communication tendencies, strengths, blind spots, and relationship challenges. Perception and Assumption Challenge Participants examine how incomplete information, assumptions, and personal interpretation affect workplace relationships. Outputs: • Personal Interpersonal Communication Profile • Communication Pattern and Trigger Map

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	communication Task-focused versus relationship-focused communication	
10:00–10:15 AM	Morning Break	
10:15 AM–12:00 NN	MODULE 2: LISTENING, EMPATHY, AND UNDERSTANDING OTHERS Active Listening in Workplace Relationships - Listening for facts, feelings, concerns, expectations, and required action - Paraphrasing, summarizing, clarifying, and confirming Common Listening Barriers - Interrupting, judging, assuming, rehearsing responses, and selective listening - Distraction, information overload, and emotional reactions Asking Effective Questions - Open, closed, probing, clarifying, and reflective questions - Avoiding accusatory, confusing, and leading questions Practicing Empathy and Perspective-Taking - Understanding another person's perspective without automatically agreeing - Acknowledging emotions while maintaining professional standards Reading Verbal and Nonverbal Signals - Tone, pace, facial expression, posture, gestures, and silence	Listening Accuracy Challenge Participants practice listening, paraphrasing, questioning, summarizing, and confirming understanding. Perspective-Switching Exercise Participants analyze workplace situations from the viewpoints of different coworkers and stakeholders. Outputs: - Active-Listening and Questioning Guide - Empathy and Perspective Map

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	Checking interpretation instead of assuming meaning	
12:00–1:00 PM	Lunch Break	
1:00–3:00 PM	MODULE 3: COMMUNICATING CLEARLY, ASSERTIVELY, AND CONSTRUCTIVELY Expressing Ideas and Expectations Clearly - Purpose, main message, relevant details, and desired response - Avoiding vagueness, unnecessary detail, and confusing language Assertive Interpersonal Communication - Expressing opinions, concerns, requests, and boundaries respectfully - Saying “no,” disagreeing, and asking for support professionally Giving and Receiving Feedback - Positive, developmental, and corrective feedback - Focusing on observable behavior, impact, expectations, and improvement Managing Emotions During Communication - Recognizing triggers, defensiveness, frustration, and emotional escalation - Pausing and choosing a constructive response Using Positive and Respectful Language - Communicating concerns without blaming or attacking - Replacing sarcasm, labels, gossip, and passive-aggressive language	Message Makeover Exercise Participants transform vague, blaming, aggressive, passive, or passive-aggressive statements into clear and assertive messages. Feedback and Boundary-Setting Practice Participants practice giving feedback, requesting support, saying no, and communicating professional boundaries. Outputs: - Assertive Interpersonal Conversation Guide - Constructive Feedback Plan
3:00–3:15 PM	Afternoon Break	

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
3:15–5:00 PM	MODULE 4: MANAGING MISUNDERSTANDINGS AND BUILDING POSITIVE WORKPLACE RELATIONSHIPS • Addressing Misunderstandings Early ◦ Separating facts, assumptions, emotions, and intentions ◦ Opening a respectful clarification conversation • Managing Difficult Coworker Interactions ◦ Responding to defensiveness, negativity, unresponsiveness, dominance, and resistance ◦ Maintaining boundaries and professionalism • Repairing Relationships After Communication Mistakes ◦ Acknowledgment, apology, clarification, corrective action, and follow-through ◦ Rebuilding trust through consistent behavior • Strengthening Cooperation and Psychological Safety ◦ Encouraging questions, ideas, feedback, and responsible disagreement ◦ Supporting coworkers and recognizing contributions • Applying the C.O.N.N.E.C.T. Interpersonal Communication Framework ◦ Integrating self-awareness, listening, empathy, clarity, and relationship management	Coworker Communication Simulation Participants handle realistic workplace situations involving misunderstanding, feedback, competing expectations, uncooperative behavior, or damaged trust. Relationship-Building Action Workshop Participants identify one important workplace relationship and develop practical strategies for improving communication and cooperation. Final Outputs: • Workplace Relationship Improvement Plan • Interpersonal Communication Commitments • Personal Interpersonal Communication Improvement Plan

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	Workplace application and continuous improvement	

THE C.O.N.N.E.C.T. INTERPERSONAL COMMUNICATION FRAMEWORK

C — Check Yourself and the Situation

Understand your emotions, assumptions, intentions, and desired outcome before communicating.

- Identify what is happening
- Separate facts from assumptions
- Recognize emotional triggers
- Clarify the purpose of the conversation
- Consider the possible impact of your words and behavior

O — Observe and Understand the Other Person

Pay attention to the coworker's perspective, behavior, communication style, and situation.

- Notice verbal and nonverbal signals
- Consider the person's role and responsibilities
- Recognize possible needs or concerns
- Avoid immediately judging intention
- Ask rather than assume

N — Notice and Manage Emotions

Recognize emotions without allowing them to control the conversation.

- Pause before reacting
- Regulate tone, facial expression, and body language
- Acknowledge relevant feelings
- Avoid communicating while highly emotionally activated
- Choose a response that supports the desired outcome

N — Navigate Through Listening and Questions

Create mutual understanding through genuine dialogue.

- Listen without interrupting
- Ask open and clarifying questions
- Paraphrase important points
- Summarize concerns and agreements
- Confirm that both parties understand the issue

E — Express Yourself Clearly and Respectfully

Communicate your message with honesty, confidence, and professionalism.

- State the main point clearly
- Describe observable behavior and facts
- Explain the impact
- Communicate needs, expectations, or boundaries
- Avoid blame, labels, sarcasm, and personal attacks

C — Collaborate on Solutions and Agreements

Move from misunderstanding or disagreement toward responsible action.

- Identify shared interests
- Explore possible solutions
- Clarify responsibilities
- Agree on actions and deadlines
- Confirm available support and follow-through

T — Tend to the Relationship and Follow Through

Preserve and strengthen the professional relationship after the conversation.

- Complete agreed actions
- Communicate progress
- Recognize positive changes
- Address recurring concerns early
- Rebuild trust through consistency and respect

INTERPERSONAL COMMUNICATION TOPICS COVERED

The program may cover the following topics depending on participant roles and client requirements:

1. Interpersonal communication fundamentals
2. Workplace communication relationships
3. Personal communication tendencies
4. Communication styles
5. Perception and assumptions
6. Emotional triggers
7. Active listening
8. Effective questioning
9. Empathy and perspective-taking
10. Verbal communication
11. Vocal communication
12. Nonverbal communication
13. Assertive communication
14. Giving and receiving feedback
15. Boundary-setting

16. Managing misunderstandings
17. Communicating with difficult coworkers
18. Relationship repair
19. Psychological safety
20. Trust-building
21. Peer collaboration
22. Cross-functional communication
23. Workplace respect
24. Interpersonal communication action planning

COMMON INTERPERSONAL COMMUNICATION MISTAKES COVERED

Participants learn how to avoid:

1. Assuming instead of asking
2. Listening only to prepare a response
3. Interrupting or finishing other people's sentences
4. Treating personal interpretation as fact
5. Avoiding necessary conversations
6. Communicating concerns through gossip
7. Using sarcasm, labels, or personal attacks
8. Becoming defensive when receiving feedback
9. Giving feedback without specific examples
10. Using passive-aggressive language or behavior
11. Saying yes when a respectful no is necessary
12. Failing to communicate boundaries
13. Expecting coworkers to have the same communication preferences
14. Ignoring differences in roles and responsibilities
15. Sending sensitive messages through inappropriate channels
16. Responding while emotionally triggered
17. Confusing empathy with agreement
18. Solving a problem before fully listening
19. Discussing the person instead of addressing the behavior
20. Allowing silence to be mistaken for agreement
21. Failing to confirm expectations and deadlines
22. Avoiding an apology after a communication mistake
23. Expecting trust to return without corrective action
24. Allowing one poor interaction to define the entire relationship
25. Failing to follow through on communication agreements

SAMPLE INTERPERSONAL COMMUNICATION SITUATIONS

The program may use scenarios involving:

- Asking a coworker for assistance
- Clarifying an unclear assignment
- Following up on a missed commitment
- Communicating workload concerns
- Setting a professional boundary
- Saying no to an unreasonable request
- Giving feedback to a peer
- Receiving unexpected criticism
- Addressing an uncooperative coworker
- Responding to passive-aggressive behavior
- Managing differences in work styles
- Resolving a misunderstanding
- Coordinating a cross-functional handoff
- Communicating with a more senior colleague
- Working with a quiet or reserved teammate
- Handling a dominant communicator
- Responding to workplace negativity
- Repairing trust after a mistake
- Asking for clarification without embarrassment
- Disagreeing during a team discussion
- Supporting a stressed colleague
- Communicating with remote coworkers
- Welcoming a new employee
- Sharing difficult information respectfully
- Following through on agreements

Cases and activities may be customized according to the organization's actual workplace situations.

TRAINING METHODS

Consistent with the MSS **EnterTRAINment®** philosophy, this **Communicating Interpersonally Training in the Philippines** minimizes lengthy lectures and maximizes interaction, communication practice, simulation, coaching, feedback, reflection, and workplace application.

Training methods include:

- Interactive facilitator-led discussions
- Interpersonal communication self-assessment
- Perception and assumption exercises
- Communication-style activities

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- Active-listening drills
- Questioning and clarification practice
- Empathy and perspective-taking exercises
- Message makeover activities
- Assertiveness and boundary-setting practice
- Feedback role plays
- Difficult-coworker simulations
- Relationship-repair exercises
- Peer feedback and coaching
- Facilitator feedback
- Guided reflection
- Personal action planning

TARGET PARTICIPANTS

This **Interpersonal Communication Training in the Philippines** is suitable for:

- Rank-and-file employees
- Administrative professionals
- Customer service representatives
- Sales personnel
- Technical employees
- Operations teams
- Project teams
- Remote and hybrid employees
- New employees
- Team leaders
- Supervisors
- Managers
- HR professionals
- Cross-functional teams
- Employees who regularly coordinate with coworkers and stakeholders

The program may be customized for individual contributors, leaders, customer-facing employees, technical teams, new hires, mixed participant groups, or departments experiencing communication and relationship concerns.

EXPECTED PARTICIPANT OUTPUTS

Participants will complete:

1. Personal Interpersonal Communication Profile

Identifying:

- Communication strengths
- Dominant communication tendencies
- Listening habits
- Emotional triggers
- Relationship challenges
- Priority improvement areas

2. Communication Pattern and Trigger Map

Covering:

- Triggering situations
- Automatic interpretations
- Emotional responses
- Communication behaviors
- Impact on relationships
- Alternative constructive responses

3. Active-Listening and Questioning Guide

Including:

- Listening behaviors
- Clarifying questions
- Paraphrasing statements
- Acknowledgment responses
- Summarizing techniques
- Confirmation questions

4. Assertive Interpersonal Conversation Guide

Containing:

- Purpose
- Main message
- Facts and observations
- Impact
- Request or boundary
- Desired agreement
- Follow-through

5. Workplace Relationship Improvement Plan

Identifying:

- Relationship to strengthen
- Current communication challenges
- Desired improvement
- Communication strategies
- Specific actions
- Measures of progress

6. Personal Interpersonal Communication Improvement Plan

Each participant identifies specific behaviors and workplace situations for immediate application after the training.

DELIVERY OPTIONS

The program may be delivered as:

- Onsite or face-to-face in-house training
- Live instructor-led online training
- Hybrid training
- Half-day Interpersonal Communication awareness session
- One-day Interpersonal Communication workshop
- Two-day expanded interpersonal skills program
- Communication with Coworkers workshop
- People Skills Training
- Workplace Relationship-Building program
- Team Communication workshop
- Peer Feedback and Collaboration Training
- Interdepartmental Communication intervention

The program may be customized according to:

- Participant roles
- Industry
- Organizational culture
- Employee demographics
- Workplace communication challenges
- Team and departmental relationships
- Remote or hybrid work arrangements
- Customer and stakeholder interactions
- Existing communication standards
- Desired behavioral and organizational outcomes

RECOMMENDED CUSTOMIZATION INPUTS

The client may provide anonymized or nonconfidential information regarding:

- Common coworker communication concerns
- Frequent misunderstandings
- Team and departmental relationship challenges
- Communication-style differences
- Typical peer-feedback situations
- Cross-functional handoff concerns
- Remote and hybrid communication issues
- Workplace culture and values
- Existing behavioral competencies
- Desired interpersonal behaviors

Confidential employee records, private complaints, disciplinary cases, personal conversations, and identifying employee information are not required.

FREQUENTLY ASKED QUESTIONS

What is Interpersonal Communication Training?

Interpersonal Communication Training in the Philippines develops employees' ability to listen, express ideas, demonstrate empathy, manage misunderstandings, give feedback, set boundaries, and build positive professional relationships.

What is Communicating with Co-Workers Training?

Communicating with Co-Workers Training in the Philippines helps employees interact more effectively with colleagues who have different personalities, responsibilities, work styles, communication preferences, and expectations.

What is Communicating Interpersonally Training?

Communicating Interpersonally Training in the Philippines focuses on the everyday communication behaviors that strengthen mutual understanding, respect, trust, cooperation, and workplace relationships.

Who should attend this program?

The program is suitable for employees, administrative personnel, customer service teams, technical professionals, project groups, team leaders, supervisors, managers, and employees who regularly coordinate with coworkers or stakeholders.

Does the training include active listening?

Yes. Participants practice listening, questioning, paraphrasing, summarizing, acknowledging concerns, and confirming understanding.

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Does the program cover assertive communication?

Yes. Participants learn how to express opinions, requests, concerns, disagreement, and professional boundaries respectfully without becoming passive or aggressive.

Does this training cover difficult coworkers?

Yes. Participants practice responding professionally to defensiveness, negativity, dominance, passive-aggressive behavior, unresponsiveness, and other challenging communication behaviors.

Does the program include feedback skills?

Yes. Participants practice giving and receiving positive, developmental, and corrective feedback using specific and respectful communication.

Is this the same as Effective Business Communication Training?

The programs are related but different.

Effective Business Communication Training focuses broadly on clear, purposeful communication across conversations, meetings, digital channels, and business situations.

Interpersonal Communication Training focuses more deeply on one-to-one and small-group interactions, coworker relationships, empathy, communication styles, feedback, misunderstandings, and trust.

Is this the same as Conflict Management Training?

Conflict Management Training focuses on diagnosing and resolving disputes. Interpersonal Communication Training strengthens the everyday communication behaviors that can prevent many misunderstandings and conflicts from developing.

Can this program be customized?

Yes. The program may be customized according to participant roles, workplace relationships, team concerns, communication challenges, industry, and organizational culture.

Can the training be delivered online?

Yes. The program may be delivered through live online training using digital assessments, breakout-room activities, paired exercises, role plays, workplace scenarios, and facilitator feedback.

RELATED TRAINING PROGRAMS

Organizations may also consider:

- Effective Business Communication Training
- Assertive Communication Training
- Leadership Communication Training
- Emotional Intelligence Training
- Active Listening Training

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- Conflict Management Training
- Handling Difficult Conversations and Feedback Training
- Team Collaboration Training
- Building Trust in the Workplace
- Business Writing and Correspondence Training
- Customer Service Excellence Training
- Workplace Professionalism Training

WHY CHOOSE MSS CORPORATION?

Making Strong Success Corporation delivers practical and customizable corporate training programs based on actual workplace communication, relationships, teamwork, leadership, customer service, and performance challenges.

Our approach combines:

- Practical interpersonal communication frameworks
- Personal communication self-assessments
- Workplace-based coworker scenarios
- Active-listening and empathy activities
- Assertive communication practice
- Feedback and boundary-setting exercises
- Difficult-coworker simulations
- Relationship-repair activities
- Peer coaching and facilitator feedback
- MSS EnterTRAINment® learning methods
- Action planning for immediate workplace application

This **Interpersonal Communication Training in the Philippines** is designed not merely to help employees speak more effectively. It helps them listen to understand, communicate with empathy, clarify assumptions, manage emotions, express boundaries, address misunderstandings, build trust, and maintain positive professional relationships.

REQUEST A CUSTOMIZED PROGRAM

Organizations searching for **Interpersonal Communication Training in the Philippines, Communicating with Co-Workers Training in the Philippines, Communicating Interpersonally Training in the Philippines, Training on Interpersonal Communication in the Philippines, Training on Communicating Interpersonally in the Philippines, or Training on Communicating with Co-Workers in the Philippines** may request a customized program based on participant roles, workplace communication concerns, team relationships, organizational culture, and desired behavioral outcomes.

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