



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

Master Your Mind, Master Your Impact

Interpersonal Skills



10516



In-Class



8 hours

Course Description:

This program equips participants with practical psychological and behavioral tools to enhance personal effectiveness, communication, and performance. Drawing from Neuro-Linguistic Programming (NLP) concepts, it focuses on building rapport, managing internal states, setting effective goals, and processing information more efficiently. Participants will develop greater self-awareness and learn how to influence both their own mindset and their interactions with others in a structured, practical way.

Target Audience:

- Employees seeking personal effectiveness improvement
- Team leaders and managers
- Customer-facing roles (sales, service, relationship managers)
- Anyone interested in improving communication, mindset, and performance

Course Objectives:

By the end of this course, participants will be able to:

- Explain key principles of behavioral communication, rapport building, & self-awareness
- Apply techniques to build rapport, manage personal state, and enhance communication effectiveness
- Analyze personal thinking patterns and information processing to improve clarity and influence
- Evaluate personal effectiveness and develop strategies for goal setting, mindset control, and performance improvement

Course Outline:

Module 1: Foundations of Personal Effectiveness

- Introduction to behavioral patterns and communication
- What is rapport and why does it matter
- Self-awareness and internal alignment (congruency)
- Understanding perception and thinking patterns

Module 2: Building Rapport & Managing State

- Rapport techniques (matching, mirroring, pacing & leading)
- Reading communication cues (verbal & non-verbal)
- Managing emotional and mental states (anchoring basics)
- Practical application in workplace interactions

Module 3: Thinking Patterns & Information Processing

- Understanding how we process information
- The 7±2 rule and chunking technique
- Identifying personal thinking habits
- Structuring information for clarity and influence

Module 4: Goals, Outcomes & Performance Strategy

- Creating well-formed outcomes (goal setting)
- Evaluating current behaviors and effectiveness
- Advanced state management techniques
- Building a personal performance improvement plan

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in the group exercises.

Course completion will grant participants:

0.6 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None