

Personality Development & Confidence

Boost your communication skills and convince with confidence

The role of networking, social English and presenting yourself effectively cannot be overestimated in international business today. The need of being a "relationship manager" within the company as well as to acquire new clients and achieve client retention is the key to your business success. In this seminar, you will strengthen your interpersonal skills and take advantage of your full potential in order to become more successful in your job.

Content

What is interpersonal competence?

- Personality types as an explanatory approach.
- Learn the most common small talk themes.
- Become aware of socially unacceptable themes, i.e. taboo topics.
- Presenting yourself effectively through voice and presence.

Detect and reflect on personal patterns, potential and weaknesses

- Your personal behaviour and communication patterns when dealing with other people.
- Increase your confidence by building your social English vocabulary.
- How to use appropriate language for diverse contexts.

Understand your counterpart and build trust

- Which basic character types exist and which characteristics do they have?
- Learning about your listening attitude and style.
- Building rapport and engagement.
- Understanding miscommunication.

Consciously detect and consider interactions with other people

- Examining your personal communication style.
- Understanding non verbal communication.
- Speaking with impact.
- What happens when you encounter other character types in colleagues, clients, etc?
- Risks and obstacles to be taken into consideration.

Expanding your personal behavioural patterns authentically

- Adjusting and optimising your patterns of dealing with colleagues, clients, superiors and staff.
- Understanding other personalities in order to confidently approach, interact and communicate with them.
- Dealing with difficult relationships.
- Designing and navigating conversations and negotiations with clients.

Online Learning Platform

Once you have registered, you will be able to access your online learning platform, including extra materials for consolidating what you have learned.

Your benefits

You will learn how to

- improve your competence in successfully creating business relations,
- detect the strengths and weaknesses of your behavioural patterns when dealing with other character types,
- develop confidence in small talk situations,
- change topics smoothly during a conversation,

- develop your confidence in presenting yourself verbally and non-verbally,
- develop your potential to be able to create a conscious and target-oriented relationship with your clients,
- develop a solution-oriented improvement of "difficult relationships",
- read body language effectively.

Methods

The training will include theoretical input, self-reflection, simulations, group work, role-play, discussion, analysis of personality types and feedback on results.

Who should attend

This seminar is for those who would like to strengthen their interpersonal competence through business networking. It is also for everyone who wants to expand their repertoire of alternative actions and enlarge their social English vocabulary.

Open Badges - Show what you can do digitally too.

Open Badges are recognised, digital certificates of participation. These verifiable credentials are the current standard for integration in career networks such as LinkedIn.

With them, you digitally demonstrate the competences you possess.

After successful completion, you will receive an Open Badge from us.

Read more:

<https://www.haufe-akademie.de/seminare-lehrgaenge/trending-topics/open-badges>



Instructor



Jillian Anderton

M. Sc. (Master of Science) in Applied Linguistics (Oxford). Intercultural studies diploma. Trainer with over 20 years experience. Qualified systemic business coach. Over 10 years stage /theater experience in Australia and Germany. Expertise: communication, persuasion and influence, presentation, rhetoric and story telling, presence, body language, stress management, intercultural competence.

Training details

Training in English | Präsenz

2 days
Limited number of participants

Dates & locations

14.-15.09.2026

Frankfurt a. M.

Venue

Leonardo Royal Hotel Conference Center

Days & Times

Monday, 14.09.2026

9:00 am - 5:00 pm

Tuesday, 15.09.2026

9:00 am - 5:00 pm

02.-03.12.2026

Düsseldorf/Hilden

Venue

Sure Hotel by Best Western Hilden

Days & Times

Wednesday, 02.12.2026

9:00 am - 5:00 pm

Thursday, 03.12.2026

9:00 am - 5:00 pm

Current dates and further information can be found at www.haufe-akademie.de/5656

Participation fee

€ 1.540,- excl. VAT

€ 1.832,60 incl. VAT

The stated participation fee includes a group lunch per full seminar day, refreshments during breaks and extensive course handouts. The participant must settle accommodation costs directly with the hotel. Regarding the booking of the hotel, you will find a reservation form in your online learning platform.

Your registration options

Online: www.haufe-akademie.de/5656E-mail: anmelden@haufe-akademie.de

Book your training course quickly and easily online. Please be sure to enter the name of the participant and the full billing address with telephone number and e-mail address.

In our Questions & Answers (FAQ) section you will find all the answers to the most frequently asked questions about our training courses:

<https://www.haufe-akademie.de/faqs>

You can also find our detailed conditions of participation on the Internet under www.haufe-akademie.de/agb or in the overall program.

You can find the complete data protection regulations at www.haufe-akademie.de/datenschutz.