

# INTERPERSONAL COMMUNICATION SKILLS IN HUMANITARIAN SETTINGS

## COURSE OVERVIEW

### ABOUT THE COURSE

This course develops essential interpersonal communication skills for humanitarian work, focusing on ethical, empathetic, and adaptive communication in diverse and high-pressure contexts. Learners gain practical tools to build trust, collaborate effectively, manage conflict, and communicate during crises.

### LEARNING EXPECTATIONS

- ✓ **Analyze** interpersonal communication dynamics in humanitarian settings, including culture, identity, power, and emotional context.
- ✓ **Apply** active listening, empathy, and adaptive verbal and non-verbal communication skills to build trust and manage conversations.
- ✓ **Evaluate and address** communication challenges and conflicts within humanitarian teams and field operations using appropriate strategies.
- ✓ **Employ** clear, ethical, and psychologically informed communication during emergencies, including psychological first aid and responsible information sharing.
- ✓ **Facilitate** inclusive team communication and leadership practices that support collaboration, accountability, and effective teamwork.
- ✓ **Utilize and assess** digital communication tools and feedback mechanisms to improve personal and organizational communication practices..

### KEY COMPETENCIES GAINED



**Manage Diverse Communication**



**Practice Empathy and Active Listening**



**Navigate Power and Ethics**



**Resolve Conflict Constructively**



**Communicate Effectively in Crises**



**Lead and Collaborate**



**Use Digital Communication**



**Improve Communication**

# INTERPERSONAL COMMUNICATION SKILLS IN HUMANITARIAN SETTINGS

## COURSE OVERVIEW

### COURSE PATH

01 Introduction to Interpersonal Communication in Humanitarian Settings



02 Cultural Sensitivity and Competence



03 Effective Communication and Empathy



04 Conflict Resolution and Negotiation



05 Communication in Crisis Situations



06 Team Communication and Leadership



07 Ethical Communication Practices



08 Technology and Communication Tools



09 Evaluation and Continuous Improvement



### COURSE HIGHLIGHTS



Applies communication concepts to real humanitarian cases



Built around field realities: crisis, displacement, limited resources



Modular, flexible, self-paced with practical field skills

### DESIGNED FOR



Humanitarian practitioners, project officers, field staff, and team leaders working with NGOs, UN agencies, and civil society organizations.



Early- to mid-career professionals from diverse backgrounds seeking to strengthen their interpersonal communication skills in humanitarian and development contexts.