

COMMUNICATION & FEEDBACK

Introduction:

For a company to run smoothly and efficiently effective communication is of paramount importance. This programme provides one day of practical experience to enhance the effectiveness of current communication skills.

Objective:

Delegates will gain a basic understanding of why people react and behave the way they do to the communicator. They will gain skills in effective communication and will learn the essentials of using good communication to achieve their desired outcomes.

Programme Synopsis:

This programme is a purely hands on practical workshop designed to initiate effective communication techniques quickly.

- Rapport Building
- Emotional Intelligence
- Negotiation Basics
- Conflict Resolution
- Giving and Receiving Feedback
- Definition of the term "Feedback"
- The main benefits of giving effective feedback
- Building on feedback
- Explain the rules for giving feedback
- Explain the rules for receiving feedback
- Clarify when it is appropriate to give feedback
- Demonstrate how to give feedback in a practical situation
- Explain and commit to what they will be doing differently as a result of attending the session

Duration: Two Days

Course Code: TSCCF

Certification: Training Solutions 2000