



focused on you

## Management Communication Skills

Feedback generally represents a 'social threat', which triggers the same biological stress responses as a threat to one's safety. Thus giving and receiving effective feedback is essential for the harmony and well-being of individuals, team strength and a dynamic, proactive, confident workforce.

### Focused On:

- Awareness of your state and that of your personnel and co-workers
- The positive intention of the communication
- Conflict Resolution
- 'The Gift' of constructive feedback
- Understanding motivators

### What you will learn:

- How to manage your own state, before managing the state of others.
- Seeing an issue from all perspectives
- Issuing constructive feedback without causing offence or eliciting a defensive response
- Eliciting feedback for self/department from those who feel vulnerable to give it
- Motivate people in a meaningful way to them

### Outcome:

- Respected manager who respects and understands own team
- A manager who can nip potential team issues in the bud
- Supportive to team whilst still ensuring business outcomes are met
- Ability to recognise individuals strengths and weaknesses and map them to business requirements
- Ability to strengthen team and give and act upon effective feedback

2 days

Dates: TBA

Early Booking Investment:

**£598** plus vat

(£717.60 inc vat)

Full investment: ~~£1040~~ plus vat

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