

Aim:

Effective communication and feedback are essential components of a thriving workplace culture. This comprehensive training program is meticulously designed to equip participants with the skills and strategies necessary to master the art of feedback delivery and enhance communication skills in the workplace. Through a series of interactive and practical exercises, and real-world case studies, participants will gain valuable insights into effective communication techniques and learn how to deliver even negative feedback in a constructive and impactful manner. Participants will get actionable insights that will lead to more effective communication, stronger relationships, and more positive and productive workplace environment.

Who should attend the seminar:

This training suitable for managers and supervisors who aim to develop stronger leadership and improve team performance through effective communication and constructive feedback. For team leaders and project managers to facilitate better collaboration and project outcomes by mastering feedback techniques and advanced communication strategies. For HR professionals to support organizational development and handle employee relations more effectively. For employees at all Levels to improve interpersonal relationships, resolve conflicts, and enhance their overall communication skills. For entrepreneurs and small business owners to enhance communication within their teams and with clients, fostering a positive business environment.



Feedback and Beyond: Transforming Workplace Communication

Instructor:

Dr. Inna Haas
Psychologist,
Life & Executive Coach

Inna is an experienced psychologist and coach, working with clients (individual and groups), from all over the world, incl. Ukraine, Russia, Germany, UK, Switzerland, Canada, Cyprus etc. She has a Ph.D. in Organizational Psychology from Kiev National University of Trade and Economics. Attended Sigmund Freud University in Vienna and successfully completed additional studies in NLP, Emotional Intelligence, In-Crisis Consulting, as well as Systemic Psychotherapy and Positive Psychology. She is a member of the European Association of Work and Organizational Psychology. Author of numerous articles in scientific magazines, and speaker at international conferences, incl. the EAWOP European Psychology Congress in Turin, Italy. She has also graduated from the College of Executive Coaching in California as a fully qualified Life & Executive Coach. Accredited and certified by the International Coaching Federation (ICF).

Contact Us:

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October 10th, 2024

9:00 – 17:15

7 CPDs

Ground Based (Limassol): €180

SEMINAR PROGRAMME

Feedback and Beyond: Transforming Workplace Communication		
Time	Duration	Description
9:00 – 11:00	2:00	<ul style="list-style-type: none"> • Introduction to Effective Communication • Basics of Clear and Concise Communication at Workplace • Principles of Effective Communication • Verbal and Non-Verbal Communication • The Secrets of Active Listening • Communication Challenges at Workplace • Communication Style Assessment • Case Study/Group Discussion • Individual/Group Practice
11:00 – 11:15	0:15	Break
11:15 – 13:15	2:00	<ul style="list-style-type: none"> • Fundamentals and Key Components of Constructive Feedback • The Art of Giving and Receiving Feedback • Feedback Sandwich Method • Techniques for Providing Feedback in Various Scenarios: Praise, Criticism, and Performance Reviews • Enhance Emotional Intelligence to Manage Emotions and Reactions during Feedback Conversations • Case Study: Feedback Scenarios • Group Discussion: Effective Vs Ineffective Feedback • Role Play Exercise
13:15 – 14:00	0:45	Lunch Break
14:00 – 15:30	1:30	<ul style="list-style-type: none"> • Advance Communication Techniques and Strategies • Importance of Assertive Communication at Workplace • Difference in Communication Styles: Passive/Aggressive/Assertive • Assertive Communication to Express Thoughts, Opinions, and Feedback • Assertiveness Assessment • Power of No at Workplace • Assertiveness Equation • Case Study
15:30 – 15:45	0:15	Break
15:45 – 16:45	1:00	<ul style="list-style-type: none"> • Techniques to Difficult Conversations • DESC Method • Group Practice • Case Study: Feedback Challenge • Group Brainstorming and Feedback
16:45 - 17:15	0:30	Summary / Questions and Answers
Total Net Duration	7:00	End of Seminar

Certification:

All participants will be awarded a certificate. Each hour of attendance will account for one unit of Continuing Professional Development (CPD) as required for members of most professional bodies.