






Interpersonal Excellence workshop – 1 day £120

This is a 1 day workshop is about having the confidence to deal with difficult scenarios. Delegates will prepare for and discuss dealing with a range of scenarios.

Learning Objectives

By the end of this workshop delegates will have

-  Understood the differences between assertive, aggressive and passive behaviours.
-  Learnt tips and techniques to deal with difficult scenarios.
-  Practiced handling difficult people with more confidence.
-  Learn giving and receiving feedback skills
-  Practice techniques to successfully give feedback.



We will cover:

Assertiveness tips and techniques, difficult team members strategies, tips for giving and receiving feedback, feedback planner.

Methodology

This is a practical and challenging workshop that enhances interpersonal skills and confidence. Delegates will plan and practice how they will assert and give feedback in a range of real life work based scenarios. They will receive feedback on their style

To book visit: www.evalu8d.com or contact us direct on 033000111031