

WHO & WHY?



For anyone who wants to understand and develop the key micro-skills and behaviours that help build and sustain positive relationships with others.

Outcomes

- ✓ Use a number of skills to communicate effectively with others
- ✓ Use a range of questioning approaches to achieve positive outcomes
- ✓ Show others that they know you are paying attention
- ✓ Choose helpful words, phrases and body language

Content

- Questioning skills
- Listening skills
- What you say, and how you say it
- Body language

Learning Approaches

-  core learning input
-  self-assessment questionnaire
-  good practice guide
-  learning recap quiz
-  your ideas & suggestions
-  paired activities
-  role play / simulation
-  reflection & consolidation

 on site or  online

“

NEW!

We'd love your words to be here next time...

10% discount for all new workshops booked before end March 2022

”

