



coaching communication skills

helping to create an effective listening culture at work

in a nutshell...

This two day interactive workshop is designed to introduce you to effective communication and listening skills through active learning; using a coach-approach communication model, easy to implement effective listening skills and plenty of supported practice.

who should go...

Team leaders, managers and supervisors wanting to improve their managerial support of staff

Teams and departments wanting to communicate more effectively through improved listening and questioning skills

Any employee looking to improve their level of customer care both internally and externally, through improved communication skills

what to expect...

For the attendee:

Introduction to a coach-approach communication model to provide you with a structure for more effective and powerful conversations

Understanding what is good listening and questioning skills and how to improve your interpersonal relationships

Skills to enhance empathy and how to deliver clear and honest feedback

Active coaching practice along with supported feedback, followed by continuing support to sustain your learning

For the business:

A coach-approach culture to encourage your staff to become more self reliant and self motivated

Increased commitment and job focus by staff leading to increased retention

Improved communication and problem solving skills to improve internal relationships and to encourage a more empowered workforce

Greater level of communication skills with a focus towards a listening culture

details

2 Days
Workshop max 12 participants
£3200 + VAT

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