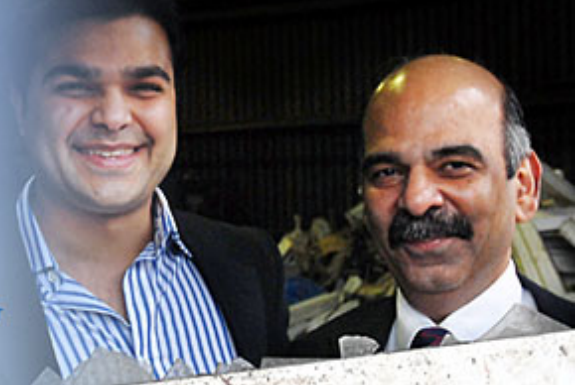


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Nirmal Chabria, Managing Director
Niva International UK Limited.



Communicating 1:1 at work

Workshop aim

To develop knowledge and understanding of one-to-one communication as required by a practising or potential first line manager

At the end of the workshop the delegate will:

1. Understand the impact of non-verbal communication
2. Understand the importance of one-to-one communication
3. Know how to conduct interviews in the workplace

Workshop content

- Effects of attitudes, perception and cultures
- Range of non-verbal behaviours in the workplace
- Aspects of face-to-face communication
- Consideration of the recipient's needs
- A range of direct workplace communication methods
- Range of direct communication methods
- The importance of succinct and accurate records
- Interview types – formal and informal
- Appropriate climate for conducting interviews
- Structure and format of interviews according to purpose
- Legal and ethical considerations in relation to interviewing
- Questioning and listening techniques
- Impact of non verbal communication
- Ways to analyse and interpret information
- Recording information and interview outcomes
- The importance of feedback

Duration: 1 Day

Cost: £60 + VAT

FOR MORE DETAILS AND TO BOOK ONLINE

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