

Effective Workplace Communication and Soft Skills Mastery



GENERAL INFORMATION

Trainer: Ms Gabriella Kovács



Number of participants: 8-14 people

Language: English

Highlights:

This comprehensive course focuses on enhancing communication and soft skills in the workplace, benefiting DOSs (Directors of Schools), managers, staff, teachers, and parents. Learn to leverage negotiation skills, meeting proficiency, facilitation, and coaching to guide organizations through challenging times. Empower educators, parents, students, and external stakeholders to navigate discussions with a win-win mindset. Develop conflict management, assertiveness, and a supportive approach for a robust and essential framework.

COURSE CONTENT

Description:

Throughout this course, participants will:

1. Develop a comprehensive understanding of effective workplace communication principles and techniques..
2. Recognize and adapt their communication styles to cater to the unique needs and expectations of managers, staff, teachers, and parents within the workplace.
3. Master the use of non-verbal communication to convey messages more convincingly and accurately.
4. Acquire negotiation skills to facilitate win-win outcomes in various workplace scenarios.
5. Gain proficiency in planning, leading, and participating in well-structured and productive meetings.
6. Learn to effectively facilitate group interactions and coach individuals and teams for enhanced performance.
7. Develop conflict resolution skills to manage and resolve workplace conflicts amicably.
8. Cultivate assertiveness to communicate confidently and effectively in professional settings.
9. Discover strategies for building a supportive framework within their organizations, promoting collaboration among teachers, parents, students, and external stakeholders.
10. Apply course concepts and techniques to foster long-term success, productivity, and collaboration using their own their workplace and community contexts.

Aims and objectives:

By working through the course, participants will:

- Establish a solid foundation in effective workplace communication by understanding its significance and impact on organizational success, recognizing the pivotal role of various stakeholders.
- Develop proficiency in facilitation and coaching techniques to enhance group dynamics, foster individual and team development, and create a supportive framework within the workplace.
- Gain insight into different communication styles and adaptability strategies to effectively engage with diverse workplace roles, addressing role-specific communication challenges.
- Harness the power of non-verbal communication by mastering body language, gestures, and facial expressions to convey messages convincingly and enhance interpersonal connections.
- Acquire comprehensive meeting skills, including planning, leading, and participating in productive discussions, while effectively managing conflicts and objections to ensure meeting effectiveness.
- Develop negotiation skills to achieve win-win outcomes in various workplace scenarios, utilizing principled negotiation strategies and navigating challenging negotiations with confidence.
- Learn effective conflict management techniques to identify sources of conflict, resolve disputes peacefully, and cultivate assertiveness for clear and confident communication.
- Cultivate assertiveness to express ideas and opinions confidently, contributing to a culture of openness, collaboration within the organization.

Learning outcomes:

By the end of this course, participants will be able to:

- Understand the fundamentals of effective workplace communication.
- Identify and adapt their communication styles to suit various workplace roles (managers, staff, teachers, parents).
- Utilize non-verbal communication effectively to enhance their messages.
- Apply negotiation skills to achieve mutually beneficial agreements.
- Plan, lead, and participate in productive and well-organized meetings.
- Effectively facilitate group dynamics and coach individuals and teams.
- Manage workplace conflicts using peaceful resolution strategies.
- Express themselves assertively to communicate with confidence.
- Foster a culture of support in the workplace.
- Engage and collaborate with teachers, parents, students, and external stakeholders.
- Implement strategies for long-term success and collaboration within their organizations and communities.

Schedule*



SUNDAY	<ul style="list-style-type: none"> • Get to know each other with trainers and the other participants and location of the course, warm up
MONDAY	<p>a. Foundations of Effective Workplace Communication</p> <ul style="list-style-type: none"> • Understanding the importance of workplace communication • Recognizing the role of different stakeholders (DOSs, managers, staff, teachers, parents) • The impact of effective communication on organizational success <p>b: Facilitation and Coaching Techniques</p> <ul style="list-style-type: none"> • The role of facilitation in group dynamics. • Coaching for individual and team development. <p>c. Building a Supportive Framework</p> <ul style="list-style-type: none"> • Creating a culture of support in the workplace. • Engaging teachers, parents, students, and external stakeholders. • Strategies for long-term success and collaboration.
TUESDAY	<p>a. Communication Styles and Adaptability</p> <ul style="list-style-type: none"> • Identifying your communication style. • Adapting communication for different workplace roles (managers, staff, teachers, parents). • Role-specific communication challenges. <p>b. The Power of Non-Verbal Communication</p> <ul style="list-style-type: none"> • Body language and gestures. • Facial expressions and eye contact. • Using non-verbal cues to enhance messages.

WEDNESDAY	<p>Mastering Meeting Skills</p> <ul style="list-style-type: none"> • Planning and organizing effective meetings. • Leading and participating in productive discussions. • Handling conflicts and objections during meetings. • Applying facilitation and coaching in different workplace contexts
THURSDAY	<p>Negotiation Skills for Win-Win Outcomes</p> <ul style="list-style-type: none"> • Principles of negotiation. • Strategies for achieving mutually beneficial agreements. • Handling difficult negotiations in the workplace.
FRIDAY	<p>Conflict Management and Assertiveness</p> <ul style="list-style-type: none"> • Identifying sources of workplace conflict. • Strategies for resolving conflicts peacefully. • Assertiveness techniques for effective communication.
SATURDAY	<ul style="list-style-type: none"> • Compulsory relationship building program, evaluation, handing over diplomas, • Closing of the course

*** Notes:**

- the schedule describes likely activities but may be modified in accordance with the requests and needs of the participants;
- presentations of the participants' schools may be divided up and take place after the breaks on each day of the course.

Target group:

DOSs, managers, staff, teachers and parents

Required language level of the participants:

English, B2- C1

Duration: 35 lessons, 7 days

ADDITIONAL INFORMATION

Certificates awarded:

Certificate of Attendance, Europass certificate and/or Learning agreement complement

Price: EUR including course, Erasmus+ documentation and a cultural activity

Location:

Date:



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