

Course syllabus

CATEGORY

Communication skills

TRAINING FORMAT

In Bratislava or online
with a lecturer

PRICE EXCL. VAT

609,76 €

PRICE INCL. VAT

750,00 €

including 23 % VAT

Key Communication Skills for Labor Market Services

Clear overview of course topics, training scope and key information.

The 3-day package of Key Communication Skills courses contains 3 soft skills and personal development courses:

Constructive problem and conflict solving

Assertive communication

Stress management and building resilience

The trainings are tailored for labor market services workers in accordance with the goals of modernization of labor market services, with the intention of increasing communication skills, psychological resilience and work effectiveness. We place emphasis on practical training of real situations from practice, minimum theory and maximum usable skills. Participants immediately try new procedures and leave with specific tools for everyday communication.

COURSE CONTENT

01

Part 1 Constructive Problem and Conflict Solving - Key Conversations in Our Practice

02

Working with Emotions

one's own, and emotions of colleagues, clients

03

Paul Gilbert: Compassion Therapy

three systems of emotion regulation

04

Motivation

toward the desired change of behavior (me, colleague, client)

05

Conflict Management

Kim Scott: Concept of radical candor:

Radical candor, ruinous empathy, manipulative insincerity, obnoxious aggression

06

Performance Conversations

, feedback

07

Conversations About Improving Processes and Cooperation

08

Conversations About Workload

09

Conversations About Managing Stress

(me, client, colleague)

10

Conversations About Changes

(me, client, colleague)

11

Solving Model and Real Situations from Participants' Lives

12

Part 2 - Assertive Communication

13

How Best to Express

your feelings, needs, opinions - directly, clearly and politely

14

Positive Psychology

: What behavior prevails in my life?

Passivity? Assertiveness? Aggressiveness? What are the advantages/disadvantages of their "use"

15

Assertive Techniques

How to work on self-regulation. How to regulate your emotions and keep impulsiveness under control so that we can manage everyday small things and save energy for solving essential problems.

16

Solving Model and Real Situations from Participants' Lives

17

Part 3 Stress Management and Building Resilience

18

Resilience and Stress Management:

- Psychological and mental resilience, inner strength that enables us to manage changes, life challenges, goals, failures and come out of these situations strengthened.

19

Four Pillars of Resilience

20

"Psychological Immune System"

21

Performance and Stress

- What stress is: positives/negatives

22

Burnout and Its Stages

23

Stress Triggers at the Workplace

24

Building Personal Resilience

25

First Aid in Stressful Situations

26

How to Understand and Work with Anxiety and Fear

Anxiety and fear (difference)

When I can manage on my own, when to seek professional help

Why we tend toward negativity

Why we are afraid not to be afraid

27

How to Reduce Threats

(real and unreal), strengthen my real resources that allow me to face threats

28

How to Face Challenges Dealing with Changes

- helping oneself and others in managing changes

29

How to Make Decisions in Times of Uncertainty

30

Coping Strategies for Managing Changes

This document serves as an informational overview of the course syllabus. Current dates, venue and availability are listed at Macrosoft.sk.

<https://www.macrosoft.sk/en/courses/key-communication-skills-for-labor-market-services>