Macrosoft

Vzdelávanie s trvalým efektom

DOCUMENT

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

PDF SYLLABUS

Key Communication Skills

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)

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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

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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