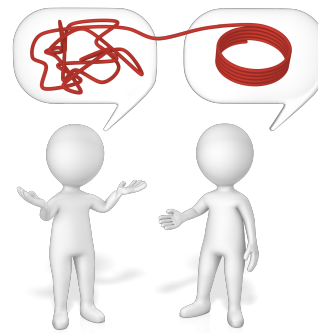


Individual Performance Management: Interaction Management



DURATION

One Day facilitated workshop. A stand-alone module or part of Managing Individual Performance: A Managers Workshop.

OUTCOMES

Managers/Team Leaders, once this course is completed, will be able to:

- Use the key principles for successful collaborative communication.
- Use the STAR Technique to ensure specific and relevant feedback is being used.
- Understand how to give continuous feedback for improvement.
- Plan a structured discussion.

OUTLINE

This one-day facilitated workshop is designed to skill Managers and team leaders to have a structured discussion with colleagues and employees using collaborative communication tools, the Key Principles, and the STAR Technique. Using theory and skills practices, the workshop covers the following:

- The Communication Model
- Non-verbal Communication
- The Key Principles for successful collaborative communication.
- The STAR Technique
- Continuous Feedback for Improvement
- Structuring a Discussion

A role-play will be conducted with the Learners. They will give each other feedback and the facilitator will participate in the feedback where appropriate and practical.