

## ***Building Key Managerial Competencies (1 of 2)***



This program provides effective techniques and tools immediately applicable in your workplace to improve communication (give and receive feedback, active listening, assertiveness), relationships management, conflict management and negotiation competencies.

### **Learning objectives**

- Communicate constructive feedback, improving active listening and assertiveness skills
- Create strategic and productive relationships with your supervisor and colleagues
- Identify and recognize the causes of interpersonal conflicts in the workplace
- Acquire and apply new strategies to manage conflict effectively
- Improve negotiation skills

## *Building Key Managerial Competencies (2 of 2)*



### Structure of the program



## For more information

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