

Building Key Managerial Competencies



Preparation for the course

Facet5 Profile

- ✓ multilingual **online** questionnaire, internationally validated
- ✓ detailed report to know your **natural** managerial **style**

Course structure – virtual classroom

- ✓ 4 modules (2 hours each) with exercises during and between one module and another
- ✓ **individual development plan** at the end of the last module
- ✓ follow-up (2 hours) after 6 weeks to share the progress and results obtained and continue the application of the techniques acquired
- ✓ **maximum 6 participants**

Individual coaching upon request during or after the course for a **customised** approach based on your specific needs

Why participate?

Effectively managing relationships within the workplace is an essential skill at all organizational levels.

The course provides **proven techniques and tools** for improving communication skills (giving and receiving feedback, active listening, assertiveness), interpersonal relationship management, conflict management and negotiation.

The course includes **simulations with feedback** in order to facilitate participants' engagement and 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

Language English, Italian

Contact us for more information!



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Via Valparaiso 10, 20144 Milano 02 72 09 45 14
www.ptsonweb.com info@ptsonweb.com