

QUICKLEARNING

29 January 2019 - Warwick Hilton, Stratford upon Avon CV34 6RE

“Quick learning courses are face-to-face learning sessions which last 90 minutes to half a day. Each session focuses on one subject. They are interactive, fast and fun.”

Session 1 - Effective Feedback Skills (2 hours) - 09:00 – 11:00

For line managers, team Leaders who need to give feedback (information) on performance – the behaviours and outputs. It will focus on breaking down how to plan to give developmental feedback e.g. Getting the facts, having a face-to-face conversation provide direction to help develop the individual. Along with giving praise style feedback (something we can all forget to do).

Overview

- Identify what feedback is and what it is not (it's not about telling an individual off!)
- Why do it? – the benefits to the individual, team / line manager and organisation
- How to praise effectively (and get good performance and behaviour repeated)
- Planning to give developmental ('difficult') feedback positively & effectively as possible for all involved.
- Planning to make a difference in the workplace

11.00 – 11.15 Coffee/Tea break

Session 2 - Goal and Objective setting (90 minutes) - 11:15 – 12:45

This session will look at the practicalities of setting relevant and meaningful personal goals and objectives for staff. It will also identify why the goals and objectives need to be linked those of the organisation (to make sure they add value to the business by adding value to the role).

Overview

- Identify why it's important to set target and agree objectives
- Using effective tools and techniques to set effective personal objectives for an individual
- Identify how to link the individual's objectives to those of the organisation

12:45 – 13:30 – Lunch (45 minutes)

Session 3 - Difficult people and challenging situations – some tools to handle them (3 hours) 13:30 – 16:30 (including 15 minute break)

For line managers/ leaders and supervisors, who have to handle 'difficult' people or have the conversations you don't want to have! The course builds on current skills, it helps to identify more common 'difficult' behaviours that may occur in the workplace and examines strategies on how the line manager / leader / supervisor can handle the situation to a satisfactory conclusion

Overview

- What are 'difficult' behaviours
- Managing reactions appropriately
- Professional work-based behaviours
- Tools and techniques for managing the situations

Warwick Hilton, Stratford upon Avon, Stratford Road, Warwick CV34

BOOKING FORM - PPMA 'QUICK LEARNING' TRAINING COURSE:

I would like to register delegate(s) for the course on 29th January 2019

COSTS	PPMA Members @ £95 pp	<input type="text"/>
	Association Members @ £195 pp	<input type="text"/>
	Non-Members @ £295 pp	<input type="text"/>
	TOTAL	<input type="text"/>
	PLUS VAT @ 20%	<input type="text"/>
	TOTAL BOOKING COST	<input type="text"/>

TERMS & CONDITIONS: Cancellations: If you cannot attend, a substitute delegate may attend in your place provided that written notice is given, or contact the PPMA on 020 8773 8111. Refunds of fees cannot be made unless notice in writing is received a minimum of 10 working days prior to the training course. All cancellations will be subject to a 25% (+VAT) fee to cover administrative expenses.

Important Note: This booking form constitutes a legally binding contract. It may be necessary, for reasons beyond the control of the PPMA, to change the content, timing, speakers and/or date of the seminar, course and/or programme.

Company:

Address:

..... Postcode:

Telephone: E-Mail:

Booking Authorised By:

Delegate 1: Position:

Delegate 2: Position:

PAYMENT DETAILS:

Please Note: - Payment is required prior to the start of the seminar course.

1. **Credit / Debit Card** - All credit / debit card payments now need to be taken over the phone.

Please contact **Lorena Stewart** on **+44 (0)20 8773 5525**

2. **BACS** - Barclays Bank PLC

Sort Code: 20-24-61

Account No: 90721220

3. **Cheque** (A receipted invoice will be forwarded to your Accounts Dept.)

Data Protection: Data supplied is subject to the Data Protection Act 1998 and may be used to supply you with information to your business. Please tick as appropriate.

I do not wish to receive publications or further information from PPMA.
I prefer not to be contacted by any of the following: Mail E-mail Telephone

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