

QUICKLEARNING

29 October 2019 - DoubleTree by Hilton, Coventry

“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

Developing Team Communication

09:00 – 12:45 (including 15 minute break)

This session looks at how we communicate in the workplace, what can go wrong and why. Also, how can we help to ensure communication between the team members is better and so leads to fewer misunderstandings and conflict issues. It can help to reduce the number mistakes made and the of times you hear ‘why didn’t they tell me’.

Overview

- Define what good communication is and the benefits in the workplace
- Identify different communication styles and which one you use most
- Plan to use different styles to communicate effectively with others when needed
- Using a tool to aid your understanding of another persons viewpoint (‘walking in someone else’s shoes’)
- Identify and practice the skills required to communicate effectively

12:45 – 13:45 – Lunch

Session 2

Goal & Objective Setting

13:45 – 15:45 (including 15 minute break)

This session will look at the practicalities of setting and communication relevant and meaningful personal goals and objectives for staff (ensuring they understand what they need to achieve) . 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 targets 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

To book, please contact:

Melanie Foote on +44 (0)20 8773 5525 or e-mail melanie.foote@ppma.co.uk

PPMA Members; £95, Non-members; £295

COURSE DURATION:

08:30 - Coffee & Registration

Start - 09:00 - 16:30 to include breaks (15 mins morning & afternoon) and lunch (up to 1hr).

BOOKING FORM - PPMA 'QUICK LEARNING' TRAINING COURSE - 29 OCTOBER 2019

I would like to register delegate(s)

COSTS	PPMA Members @ £95 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:

Payment is required prior to the Seminar or Training day.

1. **On Account** - Members can pay by account.

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

Please contact **Melanie Foote** on **+44 (0)20 8773 5525**

3. **BACS** - Barclays Bank PLC

Sort Code: 20-24-61

Account No: 90721220

4. **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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