

# Developing Communication Skills for the Workplace

09 July 2019 - DoubleTree by Hilton, Coventry

This one-day course is suitable for Team Leaders, Managers and Supervisors (or anyone who needs to communicate effectively in the workplace) – it looks at why poor communication can cause issues and offers tools and techniques to overcome barriers to develop the skills to communicate with greater effect in the workplace.



## Topics

- Defining effective communication
- Overcoming potential barriers
- Listening and questioning techniques
- Different communication styles

## Overview

- Communicate more effectively by recognising and planning to overcome the barriers
- Recognising your own preferred communication style and that of others
- Practicing flexing your style to benefit effective communication
- Understanding the communication cycle and how to use it to best effect
- Choose the right style of questioning and develop active listening skills

To book please contact Melanie Foote on +44 (0)20 8773 5525  
or e-mail [melanie.foote@ppma.co.uk](mailto:melanie.foote@ppma.co.uk)

PPMA Members; £95, Non-members; £295

**\* EXCEPTIONAL DISCOUNTS FOR MEMBERS \***

# Developing Communication Skills for the Workplace



DoubleTree by Hilton Hotel, Paradise Way, Walsgrave Triangle, Coventry CV2 2ST

## COURSE DURATION:

Arrival & Registration: 09:00

09:30 start - 16:30 to include breaks & lunch

## BOOKING FORM - 'Developing Communication Skills for the Workplace' training day:

I would like to register  delegate(s) for the course on 09 July 2019

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

**Processing & Packaging Machinery Association**

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