



Ref T&D10

## **Developing Group and Teamwork Communication Skills – Level 2**

### Course Duration:

2 days

### Course Aim / General Introduction:

This course is for managers of larger teams that require a suite of performance management skills and a more structured approach to dealing with all levels of performance

### Learning Outcomes:

- Understand the roles and responsibilities associated with working in a group
- Interact successfully with group members and staff in a range of contexts
- Demonstrate listening and conversational skills for social interaction
- Be aware of others and rights to communicate within a group situation
- Recognise the importance of co-operation when working in group situations
- Accept and respond to praise and criticism in a variety of ways
- Give praise and constructive criticism appropriately

### Teaching and Learning / Assessment:

- Role play
- Group discussion
- Case study

- Individual question and answer

Capacity:

12 people

Price:

- In-house session @ £420, plus VAT
- In-house session @ £75, plus VAT per additional delegate
- Grouped training @ £195 per person, plus VAT
- One to one session @ £200 per person, plus VAT

Qualification:

On successful completion of this course students will be awarded the OCN Level 2 award in Developing Group and Teamwork Communication Skills.

The award is issued through Life Environmental and The National Open College Network who are approved as an awarding body with the Qualifications and Curriculum Authority (QCA).



**For further information, including course booking:**

**Telephone: 0113 2700775 / 07894 488628**

