

skillsbootcamp

5th July 2023

9:00am
-10:30am

On the Job Training

Summary:

For all businesses it is important to maintain standards and ensure consistency within the role, although academies and workshops have their place, on the job training, particularly for practical skills, can produce results quickly in a cost effective manner. This course gives the skills and a formula for on the job training that gets results.

Key learning:

- The importance of building rapport with your learner
- Understanding how to use the ABC method for on the job training
- Testing and checking their understanding
- Giving feedback
- Record keeping and note taking

It would suit:

For leaders, supervisors and team leaders that need to train others on the job

10:45am
-12:15pm

Emotional Intelligence

Summary:

IQ gets us the job, EI keeps us there. As we see the dynamics of our generational workforce change. It is even more important leaders are equipped with the skills needed to engage their teams, manage themselves & impact a wider audience. This session is your guide for understanding & acting with emotional intelligence

Key learning:

- What is EI? Looking at Goleman's Model;
- Understanding and managing yourself: dealing with stress (this includes a test);
- Understanding and managing others;
- Build you own resilience and manage stress
- Building an emotionally intelligent workplace;

It would suit:

For leaders and managers at all levels that need to improve their approach, manage their stress and create an environment of trust.

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