MPV_COMA
Communication
and Managerial
Skills Training
Seminar 5,6

Trainer: Daria Kucharova

Agenda

- Exercise 1. Negative feedback in the workplace
- Performance appraisal examples
- Exercise 2. Pacific railway

Exercise 1. Negative feedback in the workplace

Employee termination scenario

Negative feedback in the workplace

 https://www.youtube.com/watch?v=1AtT 8a1EJ6k

How to give negative feedback in the workplace

- Get your emotions under control
- Find a private place
- Consider timing
- Focus on the actions, not the person
- Be direct
- Describe specific behaviours
- Stop talking and seek confirmation
- Reaffirm your faith in the person
- Define positive steps, provide possible solutions and be goal orientated
- Document the feedback for future

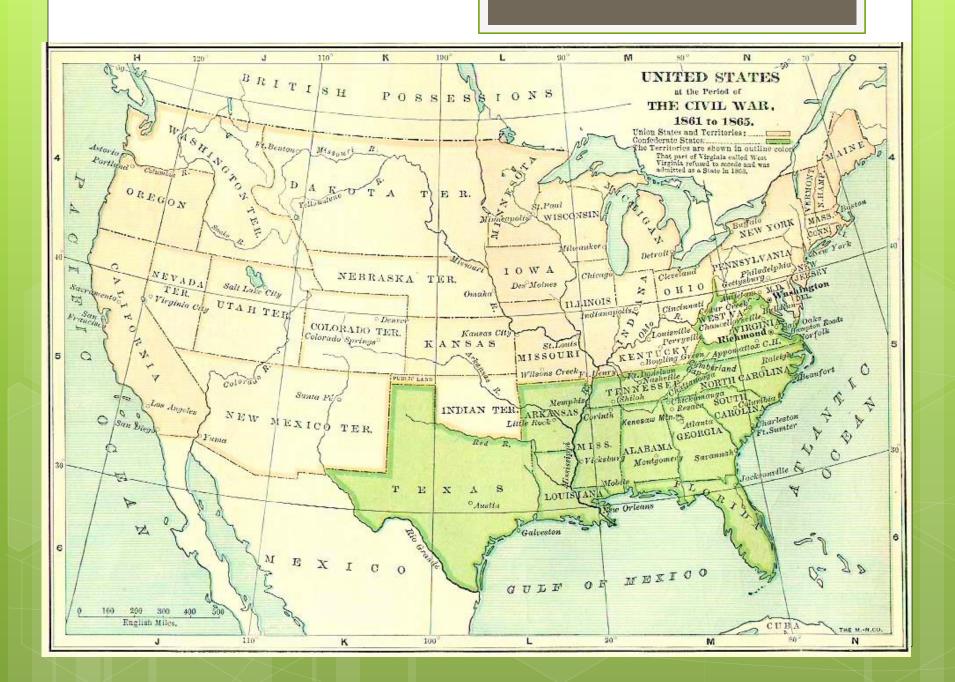
Performance appraisal

- Fixing performance problems
- https://www.youtube.com/watch?v=OIXJ 7xRU4K4

Performance appraisal

- Fixing performance problems:
 - Clarify
 - Explain
 - Discuss
 - Agree
 - Review

Exercise 2. Pacific railway



Presentation skills

Understanding Your Audience

- Determine who the members of the audience are.
- Find out what they want and expect from your presentation.
- What do they need to learn?
- Do they have attitudes or interests that you need to respect?
- And what do they already know that you don't have to repeat?

Presentation skills

- Preparing Your Content
 - Identify a few key points
 - Don't include every detail
 - Use an outline
 - Start and end strongly
 - Use examples

Presentations

2. A presentation at the seminar 30.3

- o results of the thesis, work, etc.
- student's own topic (within the scope of the studied field),
 - the aim of the presentation being either to convey information or to persuade audience.
- o 4 minutes
- Visuals (ppt, prezi, etc.)

Presentation skills: intonation

https://www.youtube.com/watch?v=7TH pxqHp9IA

Exercise 6: Chunking

Be an active listener
as when you hear
what others have to say,
you'll speak more directly
to their concerns.
If you focus closely
on engaging with them,
you will naturally empathise
and assume aspects of their speech
in your own.

Exercise 6: Chunking

Be an <u>a</u>ctive l<u>i</u>stener
as when you h<u>ea</u>r
what <u>o</u>thers have to say,
you'll sp<u>ea</u>k more dir<u>e</u>ctly
to th<u>ei</u>r conc<u>er</u>ns.
If you f<u>o</u>cus cl<u>o</u>sely
on eng<u>a</u>ging with them,
you will n<u>a</u>turally <u>e</u>mpathise
and assume <u>a</u>spects of their sp<u>ee</u>ch
in your <u>o</u>wn.

Thank you for attention!