

COMMUNICATION TECHNIQUES 2-DAY TRAINING WORKSHOP

The I.S.C.A. Advanced Award In Safety Coach Techniques



LEARNING TO COMMUNICATE EFFECTIVELY IN THE WORKPLACE

- *STYLES OF QUESTIONING*
- *TONALITY & BODY LANGUAGE*
- *POSITIVE INTERVENTION*
- *COMMUNICATION PERCEPTIONS*



LEARNING HOW TO:
Approach Others in a Confident Manner
Communicate with Consistent Positive Outcomes

Designed for existing I.S.C.A. active Safety Coaches wishing to develop their skills further to support keeping operates safer while at work.

Expert instruction by a MindSafety Train-the Trainer presenter in an inter-active workshop environment.

AN EXCLUSIVE MINDSAFETY COURSE

- Body language Messages
- Tonality & Reception
- Open & Closed Questioning
- Positive Approaches
- Styles of Effective Communication
- Conflict Resolution Techniques



Certificate in Occupational Behavioural Safety Coach Training

This is to certify that

AWARDED TO **Your Name**

*Has successfully completed the
I.S.C.A. Advanced Module Workshop
Communication Techniques*

Debbie Jones
Head of Standards & Performance

David Samuel
Chief Executive

01 02 2017 012345678
Date of Issue Registration Number

- Positive Communication Methods
- Managing Open & Closed Questioning
- Understanding Styles of Communication



Certificate Authentication: Telephone: 0845 130 1069 Email: info@mindsafety.net
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