



Day program 1-day training Give feedback

> 08:45 Reception on location

> 09:00 **Morning program:**

Introduction

During a short introduction, we will show how things such as habits, communication, differences between people and feedback relate to each other and how they influence each other.

Listening & asking questions

To understand the other person well, it is important that there is no miscommunication during a conversation. In this section you will gain insight into how you can listen more consciously to what is really going on is said. You will also learn different styles of asking questions to make communication positive and how to get the right information out in a conversation.

Dealing with different personalities

Everyone is different and that sometimes makes working together quite challenging. Each other's differences however, respecting and using it is the key to optimal cooperation. In this section we treat the different personality types using the DISC methodology. Discover how best to deal with different personalities and learn your own know your personality even better.

> 12:15 **Lunch**

> 13:00 **Afternoon program:**

Addressing behavior & dealing with conflicts

Sometimes it is necessary to put the finger on the sore spot and address someone about undesirable behavior. We teach you how to do this as effectively as possible, with respect for yourself and for others. And we teach you how to act if tempers still run high.

Receive feedback & give compliments

Giving feedback is a two-way street and feedback can also be very positive. In this part you learn to deal constructively with feedback addressed to you and you also learn how to give a compliment in the right way so that it has the right impact.

> 16:00 **Conclusion**