IPI Academy

MANAGEMENT forum



Presented by
Management Forum

Managing the Modern Workplace: Effective Communication and Negotiation Skills

Recorded on **11 June 25**

By the end of the course, individuals will be prepared to confidently handle a wide range of communication and negotiation scenarios, driving successful and mutually beneficial results.

Format:
Recorded webcast

CPD:
1 hours for your records

Certificate of completion

Overview

This course equips participants with essential tools for successful communication and negotiation. It helps individuals identify effective strategies, understand the impact of their personal style and behaviour, and learn how to manage emotions and resolve conflicts to achieve better outcomes. Participants will also gain the ability to select the most appropriate methods for different issues and parties. By the end of the course, individuals will be prepared to confidently handle a wide range of communication and negotiation scenarios, driving successful and mutually beneficial results.

Benefits of attending

- **Identify** the key components of effective communication and negotiation
- **Optimise** the significance of the direct correlation between successful negotiation and effective communication
- **Demonstrate** the necessary communication skills that are key to success
- **Develop** self-awareness and nurture emotionally intelligent teams, with individuals who will demonstrate their ability to control their own emotions and recognise others' feelings
- **Establish** the importance of empathy and emotional intelligence in effectively managing emotion and mitigating conflict in successful negotiations

Who should attend?

This session is relevant for existing leaders and managers, as well as those new or aspiring to a management role, who want to achieve greater success by enhancing their leadership skills through adopting a compassionate approach.

Presenter



Claire Mould

With over thirty years' experience of working in and with the public, corporate, and charitable sectors, Claire has expertise in providing strategic, analytical, emotionally intelligent solutions that engender, inform, facilitate and embed growth through compassionate leadership.

Extending from post-doctoral studies on neurology, specifically the link between emotional intelligence and cognitive intelligence, Claire has written, presented, and worked at a national, European, and international level and has published several research papers and books.

In her previous time as a CEO of various charities, she has practical experience in the art of compassionate leadership and has developed a real passion for helping individuals and organisations to optimise their growth potential.

In addition to her work as a facilitator, delivering sessions and presenting, Claire also works as an independent consultant providing emotionally intelligent strategic solutions, embedding compassionate leadership and maximising growth.

In her spare time, Claire runs for mental health and wellbeing, including running marathons and ultra marathons.

Course date

11 June 25

Recorded webcast
12:00-13:00 **UK (London)** (UTC+01)
Course code 15529

How to book

Online:
ipi.academy/3205

Alternatively contact us to book, or if you have any queries:

Email:
info@ipiacademy.com

Phone:
+44 (0)20 7749 4749

Discounts

- Booking more than one delegate on any one date qualifies for a **30% discount** on the second and subsequent places.
- Most events qualify for an **early booking discount** prior to 6 weeks before the course date. Be sure to check on our website, where the latest discounts will be shown.

Further information

Fee
The fee includes all meals and refreshments for the duration of the course (for venue-based courses) and a complete set of course materials (provided electronically). If you have any particular requirements, please advise customer services when booking.

Please note
IPI Academy (and our training partners) reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond their control. In the unlikely event that the course is cancelled, we will refund the registration fee and disclaim any further liability.

Terms and conditions
The rest of the our terms, the event cancellation policy and the terms and conditions are on our website, please visit ipi.academy/content/terms-and-conditions

Reviews

★★★★★

The webinar was excellent, informative, and professionally delivered. The content was well-structured, relevant, and supported by practical examples. The presentation was clear and engaging, and Dr Claire Mould demonstrated excellent expertise and communication skills. I particularly appreciated the focus on effective communication, empathetic listening, and negotiation. Overall, it was a valuable learning experience that will positively contribute to my academic and leadership practices.

Monerah Alshammary
Dr
Imam Abdulrahman bin Faisal University
Jun 11 2025

★★★★★

Great! I really recommend it! Great presenter and loved how clear and real the information was. It really help me to apply and know where to apply the information with all the examples you gave, so thank you.

Andreas Michael
Scientist
Pharmaxo Scientific
Jun 11 2025

★★★★★

Excellent. As with the previous webinar I attended [of this] speaker, I found her very knowledgeable and personable. I like the fact that she gave examples from her previous experience. It all flowed really well and provided a lot of information in a short space of time - but in a good way. I've only attended 2 of these leadership webinars but they've both been excellent.

Jennine Walker
Clinical Affairs Manager
Dermal Laboratories Ltd
Jun 11 2025

★★★★☆

I hoped for practical exercises and I think the presenter fulfilled this well. The information was presented in a nutshell and [with] self reflecting practical exercises, which I feel is a better way to process and learn information—would recommend.

DOVILE JANKUNAITE
Data Manager
Med-El Elektromedizinische Geräte Gesellschaft m.b.H.
Jun 11 2025

Run this programme in-house for your whole team

Coming to IPI Academy for your in-house training provides an all-inclusive service which gives you access to a wide variety of content, learning platforms and delivery mechanisms as well as your own personal training adviser who will work with you from the initial enquiry through to feedback and follow-up after the programme.

With over 600 trainers, all practitioners and experts across a huge range of fields, we can provide the training you need, where you need it, when you need it, and at a price which suits your budget. Our approach to tailored learning and development consists of designing and delivering the appropriate solution for each client.

For your FREE consultation and to find out more about how we can work with you to solve your training needs, please contact our training advisers:



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IPI Academy

IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

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