The Society of Food Hygiene and Technology ®

SOFHT TRAINING

IMPROVING QUALITY & SAFETY THROUGH EFFECTIVE COMMUNICATION

6th June 2019

Summary details of course content

Driving improvement and achieving the required quality and safety standards cannot be done on your own. Sustained long lasting improvement needs the help and input of colleagues within your own team and within other departments.

This course gives you the tools and techniques and the underpinning knowledge, to enable you to communicate with others effectively, in your style, to get the right results every day.

Good communication skills will achieve "buy in" and understanding, giving a result that "sticks" so you will be able to move onto the next challenge.

This course uses examples and case studies from the food industry, from the trainer's experience at the sharp end on the factory floor and in working with our most demanding customers in all departments.

Stand out with the right training

Who should attend?

This course is suitable for managers who have responsibility to achieve improvements in food safety, food hygiene and quality, who manage and work with others.

Course content

Practical workshops with examples in a safe, confidential space, backed up by the theory and underpinning knowledge you need to gain confidence and improve and build on your communication skills. Topics include: Understanding your own communication style and preferences. Recognising the preferences of colleagues. How do we prefer to give and receive information. Preparation before communicating. Active communication – listening, hearing and understanding verbal and written approaches, plus body language. Equality and diversity within communication. Giving and receiving feedback. Checking in – has your message been received – did you receive the right message?

Cost: £145 + VAT (Members), £195 + VAT (Non-members), £50 +VAT (Students) per delegate
Time: Registration is 9.00am, course starts at 9.30am and finishes 4.30pm
Venue: SOFHT Training Room, The Granary, Middleton House Farm, Tamworth Road, Middleton, Staffordshire, B78 2BD.

Name

Position

Company

Address

Postcode

Telephone

Email

Signed

Date

ADMINISTRATION DETAILS
- All bookings will be acknowledged and confirmation will be sent on receipt of payment.
- Cheques to be made payable to The Society of Food Hygiene and Technology or charge credit card.

MasterCard ☐ or Visa ☐

- Cancellations/Substitutions: Cancellations must be received by letter, fax or email by no less than 4 weeks prior to the event and will be subject to an administration charge of £30.00 + VAT. Thereafter no refunds will be given. Substitutions may be made and the correct delegate rate will be applied.

Cardholder's name

Total amount £

Expiry date

Card Security No

Cardholder's Statement address
(if different from left)

Postcode

Non Members should consider joining the Society. Join today and enjoy reduced price registration at this event. A range of categories of membership are available and many additional benefits; please contact the Society's office for more details.

Reservations and directions—An acknowledgement of booking will be sent together with directions to the venue on receipt of the registration form.

The Society of Food Hygiene and Technology, The Granary, Middleton House Farm, Tamworth Road, Middleton, Staffordshire, B78 2BD
Tel: 01827 872 500 Email: admin@sofht.co.uk Website: www.sofht.co.uk

Data Protection: The personal information provided by you will be held on a database. The Society sends out promotional material about its activities. Please inform the Society's office if you do not wish to receive this information. Please note the organisers reserve the right to modify the programme or speakers without prior notice.