



**MPV\_COMA**  
**Communication**  
**and Managerial**  
**Skills Training**  
Seminar 5,6

Trainer: Daria Kucharova

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# 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=1AtT8a1EJ6k>

# 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=OIXJ7xRU4K4>

# 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**

- 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.
- 4 minutes
- Visuals (ppt, prezi, etc.)

# Presentation skills: intonation

- <https://www.youtube.com/watch?v=7THpxqHp9lA>

# 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.

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Thank you for attention!