

Improving Your Skills in Business Relationships

Objectives

To provide the knowledge and skills required to understand subtleties of business communication in order to finetune your approach with clients, colleagues and supervisors.

Targeted audience

Any audience.

Prerequisite

None.

Content

- How to build credibility and maintain the correct professional distance
- Establishing a solid relationship with clients
- Discovering, understanding and accepting different types of relationships
- Using observation to better communicate
- Developing one's professional presence
- Listening to understand
- Communicating professionally with ease, appropriate topics of conversation and ice-breakers
- Tactful questioning
- Responding with impact
- How to convey bad news tactfully
- Controlling one's emotions in delicate situations
- Handling dissatisfaction with finesse

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DURATION
1 DAY

REGULAR FEE
510 \$

PREFERENTIAL
FEE
460 \$

Select the training date*

Montreal	March 20 2020
Montreal	October 20 2020

Accreditation and partners association



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