

Communicating Effectively in Any Situation

 Top pick

DURATION
2 DAYS

REGULAR FEE
945 \$

PREFERENTIAL FEE
850 \$

Objectives

To provide the skills and knowledge needed to identify the various components of communication in order become a better communicator, and thereby ensure more effective and pleasant discussions.

Targeted audience

Any audience.

Prerequisite

None.

Content

- The benefits of communication
- The various components of communication
- Defining your communication style
- The role perception plays in communication
- Practicing active listening
- Filters that hinder communication
- Words with impact
- Body language and its influence
- How to plan for better communication
- How to make requests, provide feedback and receive feedback
- Questions you should ask, and those you need to avoid
- The importance of silence
- Respecting distances
- Communication techniques for different situations: conflicts, bad news, phone calls, etc.
- Learning how to say no tactfully and without hesitation
- Creating the right environment for easy communication

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Select the training date*

Quebec City	October 7 to October 8 2019
Gatineau	December 4 to December 5 2019
Montreal	January 6 to January 7 2020
Quebec City	January 15 to January 16 2020
Montreal	March 9 to March 10 2020
Quebec City	March 23 to March 24 2020
Gatineau	May 25 to May 26 2020
Montreal	May 27 to May 28 2020

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