

tomorrowtraining



How to *communicate with your clients* in ways that will suit them, whilst still being assertive enough to have your own needs met:

Learning how to *really* communicate with your clients is essential if you want to keep those clients loyal. This inter-active and fun course looks at what you can do to adapt yourself so that clients feel like they are being heard and that their needs are being met. We introduce *the new world of work* and unpack why we need to change in order to do things differently. We look at *the generation gap*, motivational styles, personality types, self awareness and most importantly we teach delegates how to ask appropriate questions and actually listen to the answers! We do this by providing content, skills, activities and workable tools so that sustainable transformation occurs.

This course focuses on the following:

- how the different generations communicate
- how they receive and internalise information
- listening skills
- dealing with potential conflict or misunderstandings
- persuasive language
- effective communication tools

This course can be trained over 1, 2 or 3 days. Please contact Laura for more information regarding costing.

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