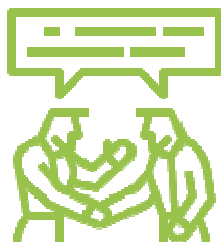


The motivating communication

Training in French and English



Duration

A two days interactive course with exercises.

Prerequisites

None.

Main goal

Know the basic techniques of communication and apply them effectively.

Participants

Anyone who needs it.

Course overview

Introduction and definitions

Message transmission

Ways to communicate

Service

Active listening

Crisis management

Efficiency and perception of the relationship

Negotiation

Efficiente communication

Correspondence vs oral

Communicate to an audience

Meeting

Change management

Saying NO