



WHAT WILL YOU LEARN?

In order to excel in business you must be able to work effectively with customers and the people around you. Unfortunately, through the course of everyday business you are bound to run into those individuals that make productivity difficult. The key to succeeding in these situations is to learn how to correctly communicate in challenging situations.

WHAT SKILLS WILL YOU DEVELOP?

- Define the communication skills necessary to relate with, listen to, and be heard in challenging situations
- Draw success from understanding how we behave and how we can influence others
- Techniques to deal with difficult people.
- Communication strategies for challenging situations

WHAT IS INCLUDED

Instruction by an expert facilitator and course materials



Does your organization see a need to create a strong Learning culture of sharing, knowledge retention and talent retention advantage? We hold 20 years in Corporate Training standing firm as the provider of dynamic training experience from Needs Analysis, to Design & Facilitation of your learning to Evaluation and Support. Find out how we can help your organization be the leader in investing in your people today. +1 905 914 0029 ella@ellabates.com
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