

"Building better relationships..."

FROM EMOTIONS TO SOLUTIONS



A one day course for professionals to provide the skills and confidence to manage emotional clients

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the relationship people

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Are you:

- A professional working with emotional clients on a daily basis?
- Do clients frequently become so emotional that all work stops?
- Are you left feeling that you don't know what to do or to say?
- Do you want to listen to your clients but also to move the meeting along in a professional way?

If you answered yes to any of the above, this is the course for you.....

A one-day workshop for professionals to:

- Explore the need to build trust and rapport with clients
- Gain an understanding of how to influence a situation
- Increase understanding of techniques which improve effective and efficient communication with emotional clients
- Practice effective questioning and listening skills
- Practice managing a variety of emotions
- Develop a personal action plan for future use and further personal development

This one day course can be delivered in-house for a minimum of eight and a maximum of twelve participants .

For further details please phone 01392 217632
or e-mail manager@exrelate.org.uk