



Ignite your interactions

Would you like to:

Understand and communicate more effectively with those you come into contact with?

Develop and nurture a good rapport with your clients?

If you have answered "yes" to any of these questions...

Then send your team on our 1-day, Seta accredited, training course on communication where they will improve their interaction skills on all levels. The costs of this course can be claimed back against your skills levy.

242585 Level 5 Credits 3

TARGET GROUP: Open to all staff

Content

- ✓ Understanding different types of people and how they interact
- ✓ Understanding the communication process
- ✓ DISC behaviour profiling system (Understanding 4 different styles and communicating in their language they understand)

Outcomes

- ✓ Applying selected behaviour/interactive model to client/colleague relationships
- ✓ Implementing strategies to manage response to different scenarios - telephone, sales, service
- ✓ Improved communication on all levels

Improve your communication skills - strive to understand others

SACHA TRAUB
Ignite Business Services
(DN 1230/02/11/05)