



ALTITUDE TRAINING CENTER
DEVELOPMENT FOR ALL

COMMUNICATION SKILLS WORKSHOP

“What to Say and How to Say It”



Where: Tulip Inn Hotel - Dubai
When: August 13 & 14, 2008
(Wednesday and Thursday)
9:00 am – 03:00 pm



During this training program, participants will learn the **secrets of communication** pros, including building personal credibility, delivering positive and negative feedback, **improving listening skills**, rephrasing for better relationships, **dealing with difficult people**, **handling negative situations**, and more.

COURSE OUTLINE:

- **What Is Diplomacy?:** What Makes Some People Good Communicators
- **Building Personal Credibility:** Understanding Different Communication Styles
- **It's Not What You Say...:** Rephrasing for Better Relationships
- **Tools of the Trade:** Voicemail, Email, Memos, and More
- **Difficult Personalities and Difficult Situations:** Dealing with the Challenges



By the end of this program, participants will understand how to capitalize on their communication strengths, adjust to accommodate their weaknesses, **effectively use office communication tools**, and better handle difficult people

Work Shop Fee:

AED 3,500 per person

(Inclusive of training modules & materials, 3 coffee breaks, lunch & refreshments)

Registration

Altitude Training Center

Tel: +971 4 390 1830

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