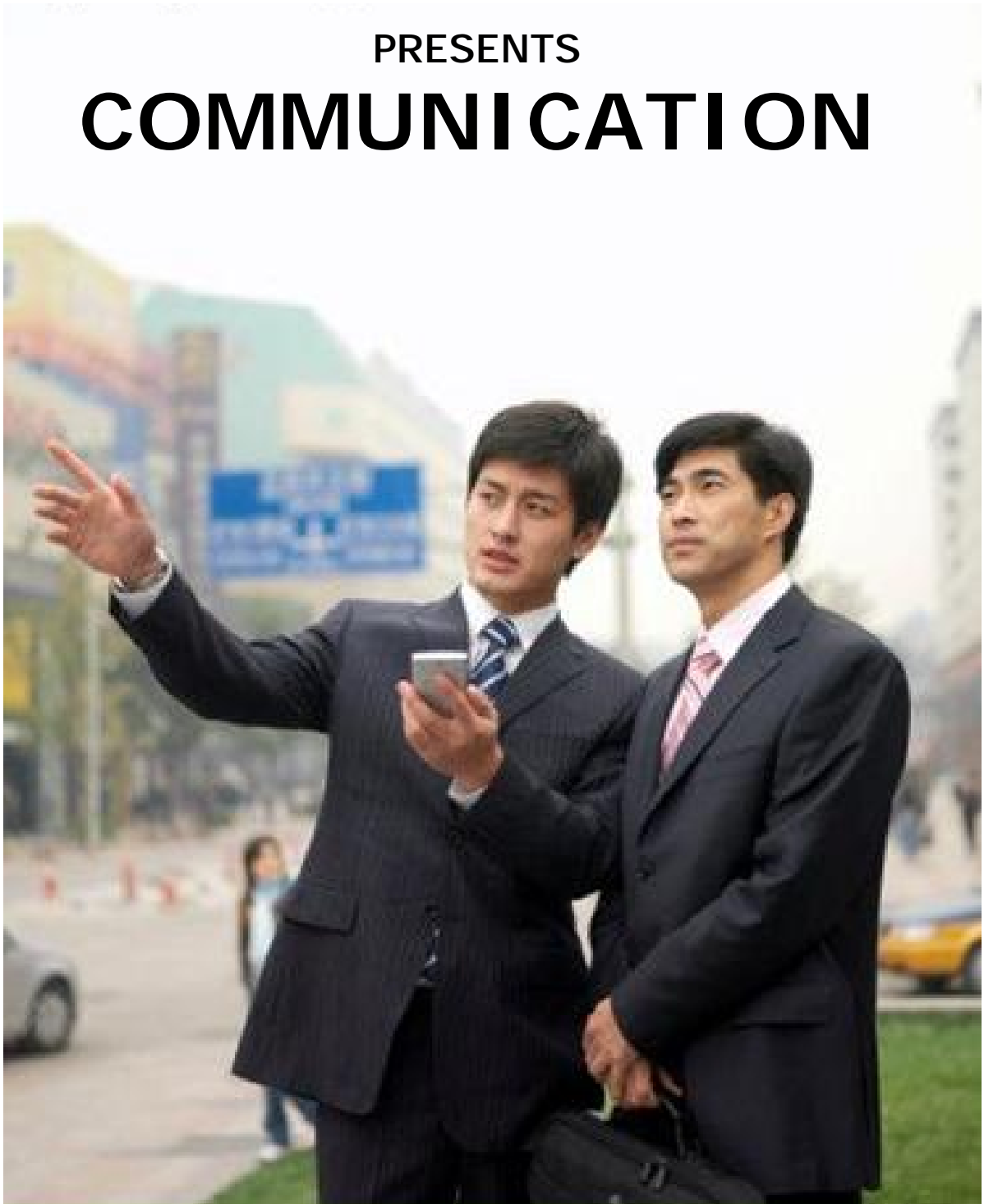


PRESENTS  
**COMMUNICATION**





**TRAINING:**

# COMMUNICATION

This training is designed to help you improve your interactions with other people in your workplace or at home. The training gives participants the opportunity to improve the critical communication skills of listening, asking questions, and being aware of non-verbal messages. This training can also help participants who are struggling to find that middle ground between being too aggressive and too passive. It can also teach one how to counter the manipulative tactics of difficult people. Participants also learn more about the elements of communication with others that help us reveal appropriate information about ourselves. Lastly, this communication training will also help you to better manage yourselves for a professional image.

Ø **How will you benefit?**

- Identify common communication problems that may be holding you back
- Develop skills in asking questions that give you information you need
- Learn what your non-verbal messages are telling others
- Develop skills in listening actively and empathetically to others
- Learn how to firmly stand your ground and make your feelings heard
- Enhance your ability to handle difficult situations without being manipulated
- Be aware of the five types of relationships

Ø **What will you cover?**

- 10 commandments of positive relationships
- Self-awareness
- Feeling competent
- Communication barriers
- Asking good questions
- Listening skills
- Johari Windows
- Improving your self-image
- Five approaches to relationships
- Your frame of reference
- The assertive formula
- Saying no

Ø **Who is the trainer?**

Drs. Shira Saraç-Essed is a psychologist with experience in the area of drug rehabilitation for adolescents and adults. She has worked for the 'Coördinatiebureau Drugsbestrijding'. She has a Masters degree in Clinical & Health Psychology from Leiden University.

Ø **Training dates:**

Meeting 1: May 04<sup>th</sup>, 2010  
Meeting 2: May 11<sup>th</sup>, 2010  
Meeting 3: May 18<sup>th</sup>, 2010  
Meeting 4: May 25<sup>th</sup>, 2010

**Time:** 18.30-21.00

**Price:**

Afl. 710\*, -/person

**Location:**

To be announced

Ø **Number of participants:**

To have effective participation from all participants, the training insists on a minimum of 8 participants and a maximum of 15 participants.

\* Ask for our group discounts

