



Communication and Building Trust Overview – 6 CPD hours

“Thoughtful, practical advice backed by years of relevant experience and delivered with great enthusiasm!”

Dell Computers

Benefits

This course is designed to provide you with the knowledge and skills to ensure that you can build and maintain effective communication and trust (even when delivering ‘bad news’). This course also examines the ‘value’ concept in detail.

Topics covered

- Active Listening
- How to build trust and Influence
- How to deliver and add value
- The four steps to becoming a trusted adviser
- How to handle difficult behaviour

**For More Information Please Contact Ann Page via Email at
ann@managingexternallegalresources.com**