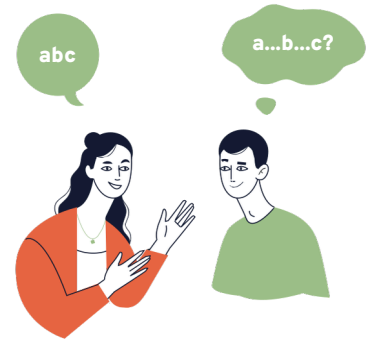




Crystal clear communication



TRAINING

How do you get the other person to understand exactly what you mean?

You tell your colleagues that a procedure is about to change or that the deadline has been pushed back a week. Done and done. You've communicated it, so now everyone is on board. At least, that's what you think. But nothing could be further from the truth! Your message was not clear. Why is that? Simple. You only gave information without mentioning what action you require from the other person. "Action, action ... the other person knows that, right?" Well ... apparently not. And there you have it, the biggest problem in communication: the illusion that it has already taken place.

Do you want to be understood? Exactly as you mean? Then this is the training you need. With our tips you will formulate your proposal, point of view, communication or question accurately, concretely and completely. Perfectly so. Without a hitch in the communication cable. Simply by communicating with great clarity, you will reach your goals faster without frowning or gnashing your teeth. And you make it easier and more pleasant for each other. Impressed? Rightly so!

Follow our no-nonsense training course to communicate clearly forever and ever.

LENGTH

half a day or a full day

NUMBER OF

PARTICIPANTS

between 4 and 12

LANGUAGE

Dutch or Engels

LEARNING OBJECTIVES

In a nutshell: what will you learn during the training?

That the meaning of your communication is not what you mean, but rather what your interlocutor understood.

The difference between information and communication.
From monologue to dialogue.

That you want the other person's full attention first before communicating anything.

How you frame your message. What is the context? The occasion? And what is your purpose?

How to involve the other person in your story as much as possible and respond to their needs.

How to structure and visually support your message.

How you are concrete and precise and check with the other person whether your explanation was clear.

How to show empathy and make clear agreements.

You can opt for a half day or a full day of training. The content remains the same, but the pace is a bit faster during the half day. During the full day, there will be more practical cases.

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