

Dolder Know-how

Communication

Success has its foundations Communication as the link between people. Stressing the importance of what we see and hear.

Content

The effects of communication
The four ears of the recipient
Basic positions in communication
Non-verbal communication
Telephone manner
Communicating with customers and co-workers
Written communications within the company

Target public

For people in the service industries who wish to improve their written – and particularly oral – skills with customers.

Instructor

Julia Hofstätter, Training Manager, and her team

Price

CHF 390.00 per person
Including water, coffee breaks and lunch

Time

From 9.00 am to 3.00 pm
Lunch from 12.00 to 1.00 pm in the Garden Restaurant