



Learning in a Nutshell

1 HOUR POWER LEARNING SEMINARS

Interpersonal Skills to Communicate at all Levels

Developing and maintaining rapport with people at all levels is a 'must' for the effective executive assistant. Recognising and adapting to unique needs, preferences and communication styles forms the basis of good interpersonal skills.

'Treat everyone as you would like to be treated' is a principle that does not always work in the real world. Understanding and adapting to individual needs and preferences is the key to strong and effective interpersonal skills. This seminar explores rapport building methods that can be applied to developing and maintaining good relationships with people at all levels and diverse groups. Topics include:

- The art of rapport
- Recognising and communicating with red, blue, yellow and green thinking (using the HBDI™ model)
- Questioning and listening skills
- Recognising and adapting to diversity

'The most important single ingredient in the formula of success is knowing how to get along with people.'... **Theodore Roosevelt.**

VENUE:

MPS Training Centre

Unit 9/141 Flemington Road
Mitchell, ACT

Check our website for course dates

MPS

training

Book now!

Contact our friendly MPS Training staff today, but be quick as seats are limited!

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exceeding expectations

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