

HOW TO GET YOUR MESSAGE ACROSS



By the end of this fun, interactive day you will know how to:

- > **Communicate successfully in writing**
- > **Get the most out of conversations whether face to face or on the telephone**
- > **Understand the power of active and empathetic listening**
- > **Handle difficult conversations with ease**

**Wednesday March 12, Glasgow, 2008
9.30am - 4.30pm**

Led by management and communications specialist Hilary Robertson and psychologist Dr Rohini Terry, the day will use a mix of presentations and exercises to show participants how to communicate successfully in any situation.

The workshop price of £275 +VAT (£225 +VAT for the public sector) includes course notes, refreshments, lunch, a guide to good business communication and a certificate of course completion.

Discounts are available for individuals from the public and voluntary sectors and for multiple bookings. Please contact us for details. Places at this workshop are limited and not guaranteed until payment is received.



To book, complete the form below and return with payment to Double Loop Development, Tigh a' Mhaide, Brig o' Turk, FK17 8HT or phone 0131 208 2701.

ONE DAY PERSONAL DEVELOPMENT WORKSHOP

Name _____

Job role / title _____

Address _____

Tel. _____

Email _____

Special dietary, mobility or audio-visual requirements?

What do you most want to get out of the workshop?

How did you hear about this workshop?

Please make cheques payable to: **Double Loop Development**