



Handling Difficult Conversations

Webinar 2 hours

Dedicated to all people who want to improve their capacity of being assertive while working and communicating from a distance.

This Webinar allows you to explore the characteristics of communication with impact from a remote location:

- ✓ CONTENT VS RELATIONSHIP in presence and in remote communication.
 - ✓ FACE TO FACE VS. DISTANCE COMMUNICATION: which one is richer?
 - ✓ MEDIA AND INFORMATION: which media works best in relationship with the complexity of the information shared.
 - ✓ LISTENING & EMPATHY: how to combine these two elements to achieve an effective communication.
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Webinar 4 hours

In addition to the objectives and content of the 2-hour Webinar, this webinar offers the possibility to understand deeper what Assertiveness is and how you can become more assertive in your communications.

- ✓ The advantages of assertiveness.
 - ✓ Moments of assertiveness: expressing your point of view, being able to say NO, how to ask for help, how to recover from a mistake and/or a failure, how to give and receive feedback in an assertive way.
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Webinar 8 hours

In addition to the scopes and contents of the 4-hour Webinar, there is also the possibility of training Assertiveness in a context of remote communication:

- ✓ Role-plays whose content is proposed by the participants to practice and experience the power of assertiveness.

