

Communication Skills Programme - FRI 16TH OCT

**PRINCE OF WALES HOTEL
SPEAKER: ANDREW CAIN (BRIGHT IDEAS TRAINING)**

AGENDA

- 9.00 REGISTRATION AND COFFEE**
- 9.30 VERBAL AND NON VERBAL COMMUNICATION SKILLS**
- 10.45 TEA/COFFEE**
- 11.15 UNDERSTANDING AND WORKING WITH DIFFERENT PERSONALITIES.
 DEALING WITH DIFFICULT PEOPLE**
- 12.30 LUNCH**
- 1.30 RESOLVING CONFLICT - ASSERTIVELY, RESPECTFULLY AND
 CONSTRUCTIVELY**
- 2.45 TEA/COFFEE**
- 3.00 MOTIVATING YOUR TEAM, YOURSELVES AND YOUR PATIENTS.**
- 4.15 QUESTIONS AND CLOSE**