

# **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**