

NOUVEAU CONTOUR[®]

COMMUNICATION

Our communication training incorporates the following topics:

Dealing with clients

- Initial contacts
- Four basic needs of a customer
- Basic communications
- Communication style

Dealing with difficult clients

- Dictators
- Cry babies
- Negativist
- Dealing with every personality

Personal presentation

- Personal image
- Visual identity
- Publicity
- External and internal relations
- Crisis management

Nouveau House | Barnsley Road | South Elmsall | Pontefract, West Yorkshire | WF9 2HR
Telephone: +44 (0)845 644 3994 | International Calls: +44 (0) 1977 652232
Email: info@nouveaucontour.co.uk | Web: www.nouveaucontour.co.uk

Company Reg Number: 5192859 | VAT: 845 6141 24