

## *Improve communication effectiveness and working relationships with Facet 5 (1 of 2)*



### Learning objectives

- Gain awareness of your individual characteristics that impact your communication and relationships with others
- Recognize how others may perceive your behaviors
- Improve your emotional intelligence
- Acquire techniques to develop/improve own skills related to active listening, assertiveness, giving and receiving constructive feedback
- Adapt your communication style according to other's characteristics

## *Improve communication effectiveness and working relationships with Facet 5 (2 of 2)*

### Structure of the program



## For more information

- Visit our website [www.ptsonweb.com](http://www.ptsonweb.com)
- Send an e-mail to [info@ptsonweb.com](mailto:info@ptsonweb.com)
- Call us by phone at 02 72 09 45 14