



Trainer name

Sonia Ceresani

Date

1st August 2023

Signature

TARGET
T R A I N I N G

Certificate of participation

We hereby certify that:
successfully completed:

Holger Braun

Communicate with Confidence
the art of making others want to listen

on: **12th – 13th July 2023**

Key elements of the training:

- Key steps communication skills (listening, summarizing, questioning, and linking & building)
- The purpose pyramid (Start with "Why?")
- Partner / audience focus
- Structures that aid clarity
- The eyes, the body, and the voice
- Schulz von Thun's sender/receiver model
- Difficult conversations

The above points are embedded in a system of experiential, participant-focussed activities.

Soft skills – Intercultural skills – Business English - InCorporate Trainers

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