



Day program 1-day training Conversation techniques

The 1-day conversation techniques training is an intensive and practical training. Pieces of theory, practical insights and directly applicable tips are interspersed with practical assignments and exercises. These are as close as possible to situations from daily practice. The day has the following structure:

> 08:45 Reception on location*

> 09:00 **Morning program**
Introduction

During a short introduction we get to know each other and we gain extra insight into the structure of the day.

Your part in the conversation

With every conversation you influence the outcome and that is why you want to learn to observe remotely what happens during the conversation. You learn how you influence the interaction and how you come across in a conversation. You will also discover how your thoughts and perspective influence your opinion on the situation.

Conversation preparation

Preparing for a conversation goes beyond just the content. You want to empathize with you interlocutor and ensure the right preconditions. So that the circumstances for a good conversation are as ideal as possible.

The start of a conversation

You learn to build up an optimal rapport and to start a conversation as well as possible.

> 12:15 **Lunch**

> 13:00 **Afternoon program**

Conducting a conversation

You learn to have and keep control in a conversation. You will also discover what real listening is and how you can use it asks the right questions to get to the bottom of the matter. How can you best deal with resistance and emotions in a conversation? The conversations that are personally challenging for you are treated and practiced.

The conclusion of the conversation

Closing a conversation correctly is very important. With what feeling does the conversation end and are the agreements sufficiently clear?

> 16:00 **Conclusion**