



# A one-day workshop: HOW TO COMMUNICATE EFFECTIVELY

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Without effective in-depth communication the quality of services declines rapidly, bullying and red tape take over, staff morale collapses and mental stress and absenteeism increase. Without effective communication learning is also hampered, mistakes increase and relationships suffer and break down, our ability to help other people declines dramatically and our culture implodes in confusion.

Most conflicts can be solved simply by improving communication and strengthening collaboration. Effective communication is the fundamental key to team success. This workshop provides practical, skills-based knowledge.

**DATE:** *Friday 6th March 2009*

**VENUE:** *Victoria Hotel, Sliema*

**TIME:** *9.00 hrs till 17.00hrs - certificate of attendance will be given to participants staying for the whole workshop*

**FACILITATOR:** *Ingrid Grech Lanfranco - Counselling psychologist*

**FEE:** *€45 PER DELEGATE. GROUP OF SIX OR MORE €40 PER DELEGATE  
(group rate applies if registration forms are sent together)  
2 coffee breaks and lunch included in fee.*

**FOR FUTHER INFORMATION CONTACT:**

**Mrs. J. MUSCAT** on 9924 3850 or  
**Mrs. M. CUTAJAR** on 7973 0575 or send an email on:  
**dblaze07@gmail.com**

**NUMBER OF DELEGATES VERY LIMITED. EARLY BOOKING ADVISED. RESERVATIONS ARE DONE ON A FIRST COME FIRST SERVED BASIS.**

**D-BLAZE**

*We strive to make your learning experience a success..... your achievement is our goal*