Effective Communication with Internal Clients

The purpose of the training
Teach participants to use an effective communication strategy to persuade and build trust when working with internal clients / key stakeholders. To teach how to identify the real causes of difficulties and how to establish long-term partnerships with internal clients by overcoming these difficulties. Develop skills in identifying needs, dealing with conflict situations.

As a result of the training, the participants will

- Train the communication skills required in procurement
- Learn to ask questions to get information
- Learn to identify the difficulties faced by the internal client and ask the appropriate questions
- Learn and work out how to look for and define requirements from the client
- Learn to deal with objections and complaints

Duration: 2 day

FOR MORE DETAILS
Email for more GlobalDesk@iscea.com
Visit our website www.iscea.org