



COMMUNICATION  
STRATEGIES



# Rally The Receptionists

This exclusive two-day workshop is designed for busy frontline professionals, focusing on enhancing dialogue skills to turn those challenging conversations into rewarding ones. Gain practical insights, share best practices, and connect with peers while tackling the unique challenges of this vital, often overlooked, role.

## Strategies to Empower Receptionists Everywhere

DAY ONE

### Dialogue Skills

Learn six evidence-based dialogue skills to enhance conversations. Through case studies and discussions, attendees will build practical skills to navigate value, fees, and financial discussions.

DAY TWO

### Skill Development & Application

Apply core dialogue skills to client discussions on estimates, invoices, euthanasia, and challenging situations. Strengthen professional communication, mentorship, and conflict navigation within teams.



I love how much more confidence I have after doing this course! It was a very comforting learning environment, the people were wonderful, and the food was amazing! Also, it was in a breathtaking facility!



HOT LUNCH DAILY



SNACKS AND COFFEE INCLUDED



INTERACTIVE WORKSHOP



LIMITED 20 PARTICIPANTS



INVESTMENT: \$1023.75 INCLUDES GST



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