



Corporate  
Coach Group  
*Training that transforms*

This is to certify that  
**Marco Fiore**  
has successfully completed  
**Communication Skills Training**

Attended March 2023

**This programme covers:**

- Become more clear, convincing and persuasive
- How to present your message with assurance
- How to specify the exact meaning, so there is no misunderstanding
- The proper (and improper) use of humour and office banter
- Handle conflict situations and difficult conversations with the right amount of assertiveness
- The proper use of praise, appreciation and thanks: Always leave on a positive note

**Presented by: Mr. Christopher Farmer, Managing Director, Corporate Coach Group**

(6 CPD hours)



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Corporate Coach Group, Walcot House, Parton Road, Churchdown, Gloucester, GL3 2JJ

T: 01452 856091 F: 01452 534329

E: [info@corporatecoachgroup.com](mailto:info@corporatecoachgroup.com) W: [www.corporatecoachgroup.com](http://www.corporatecoachgroup.com)

