



**Corporate
Coach Group**
Training that transforms

This is to certify that
Panpy Fung
has successfully completed
Communication Skills Training

Attended December 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)



2023-12-ae7e

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