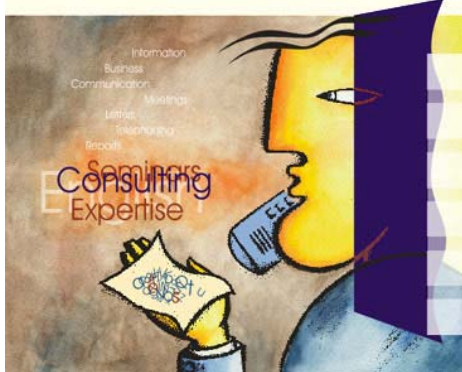


# BUSINESS COMMUNICATION

## 'Open Seminar im Freihof'



... create a better communication

*In an intercultural environment, every-day company communication such as personal contacts, telephoning, meetings, presentations as well as business letters, emails and memos is full of hidden traps. The resulting misunderstandings can affect your business success.*

*The three-day Business Communication Seminar trains the basics of spoken and written communication and supports you in the challenges of an increasingly globalised world. The goal is to increase your self-confidence and optimise the skills needed for a successful interchange of ideas in international situations.*

- ✓ Fluency
- ✓ Small-Talk
- ✓ Telephone Skills
- ✓ Written Communication
- ✓ Emails
- ✓ Summarising project status
- ✓ Complaints Management
- ✓ Functional Grammar

### **Business Communication**

Follow-on Seminar to Refresher

**Trainer:** Joan von Ehren

**Location:** Hotel Freihof (nahe HH)

**Size:** 6-8 participants

**Duration:** 3 days incl. 2 x evening meals

(Wednesday & Thursday 10.30 – 20.00 hrs; Friday 10.30 – 16.00 hrs)

**Price / person:** € 450,00

plus catering / accommodation im Hotel Freihof ([www.freihof.de](http://www.freihof.de))

**Payment:** 2 weeks in advance;

no refund for later cancellation;

replacement participant possible.



*Born in England, Joan von Ehren emigrated to Hamburg, Germany in 1966 when she started to develop new methods for teaching English to adults. Since 1988, Joan has been actively involved as trainer and coach in the specialist areas: Financial Services, Business Management, Human Resources, Sales and Marketing. Joan's clients include Members of Management Boards and Senior Executives of reputable international enterprises, such as Commerzbank AG, Equens SE, T-Mobile International GmbH, i.a.*

*Since 1995 Joan von Ehren has carried out seminars, workshops, coaching and telephone training for Commerzbank AG in Frankfurt and Hamburg focusing on Relationship Management and Credit Risk Management in various sectors: Global Shipping, Renewable Energies, Transaction Management i.a.*

*Joan von Ehren is the author of various self-learning books on International Business Communication and Financial Services. These include: Relationship Management, Credit Risk Management, Global Shipping, Renewable Energies, Investment & Asset Management, Transaction Management.*