

CECA SOUTHERN/SOUTH WEST MANAGEMENT COURSE

**Civil Engineering Contractors Association (Southern) Ltd**

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**COMMUNICATING EFFECTIVELY WITH CLIENTS**

**A half day course for construction team members to develop their knowledge and skills in communicating effectively with clients**

**Aim and Target Audience**

The aim of the course is to provide delegates with an understanding of the principles and practice of communicating positively and effectively with clients. This includes understanding our clients and how to communicate bad news in a positive manner.

The course is delivered by Robert Bilbrough Associates.

**Date:** Tuesday 17 November 2020

Start 09:00 - Finish 12:30

**Venue:** Virtual via MS Teams

**Cost:** Free of charge to CECA Southern/South West members

**Please note there is a £100 + VAT charge for a no show on the day**

Places are limited to 1 per member company and will be dealt with on a first-come first-served basis. Any additional names will go on the reserve list.

**How to apply**

**Apply BY RETURN – complete the form below and email to** [**sharonbrown@cecasouth.co.uk**](mailto:sharonbrown@cecasouth.co.uk)

**Company Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Contact email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Contact tel: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Delegate name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Job title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Delegate email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Delegate tel: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**IMMED. 06/10/2011**