

An e-mail

E You work in the Human Resources Department of a modern, forward-looking organisation. You are very interested in the course advertised below.

BRENTFORD COLLEGE BUSINESS AND ADMINISTRATION TRAINING Autumn–Winter Courses

Communication & People Skills [Course Ref. No. 23-D]

The aims of this residential one-week seminar are to:

- improve participants' speaking and listening skills
- analyse common communication problems and explore ways of resolving them
- give participants opportunities to experiment with conflict resolution strategies
- help participants deal with defensiveness and aggressiveness.

This seminar will be of interest to all professionals who have to deal with people and work out problems with others.

Facilitator: **Kate McGovern**, PhD, MBA,
President of Schröders Consultants in Geneva,
author of the bestseller *How to Listen to Others and
Resolve Conflicts*

Course fee (including manual): £650

Dates: 7–13 October

Venue: Brentford College

For further details, contact: **Martin Lowles**, BATP
Brentford College, 27 Burrard Street,
Brentford TW9 0AK
Email: mlowles@BATP.ac.uk

Write an e-mail (70–80 words) to your Head of Department, including:

- a request to go on the course
- why you think the course would be useful
- some details of the course
- an enquiry about the possibility of financial support towards the course fee.

To:	
Subject:	