

Mastering tough conversations as a digital marketer!

While maintaining the important relationship

The best trainer in the Netherlands '23 and '24

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BEDRIJVEN 2024

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Program:

During this training you will learn to deal with difficult conversations, such as complaints, resistance or bad news, from your authenticity. We discuss how you can respond in a straightforward and empathic way, so that you can turn the situation around into a positive cooperation.

For whom:

This training is designed for digital marketers who face resistance, complaints or bad news. It helps you stay in your power during difficult conversations, responding with confidence and in an authentic way, turning negative situations into productive collaborations.

What you will learn:

- Recognize and constructively deal with different forms of resistance.
- Respond with self-confidence in difficult situations.
- Turn complaints into productive collaborations.
- Remain authentic and keep the relationship intact during difficult conversations.

After completion, you will know:

- Know how to handle difficult conversations with empathy.
- Stay connected the moment resistance arises.
- Can handle complaints constructively.
- Have practical tools to keep the relationship intact.
- Turn resistance into productive cooperation.
- You will receive the certificate 'Mastering difficult conversations as a digital marketer'.

Practical information:

- **Date:** By arrangement
- **Cost:** On request
- **Study load:** one day
- **Location:** Flexible

[Request a non-binding development advice!](#)



96%
Recommends us



19+
Years of experience



4.000+
Certified participants

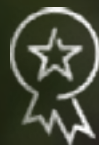


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