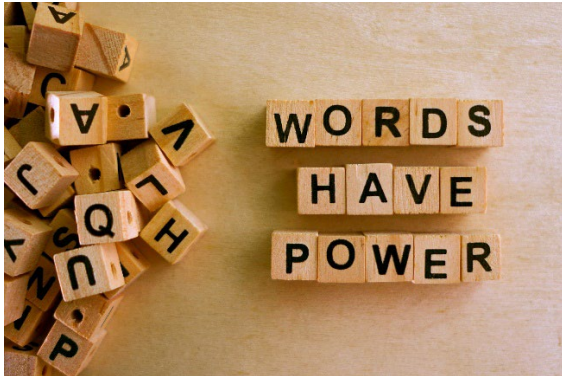


Name of Workshop: TLP Insights – Difficult Messages



Focus: 10 insights helping you unblock and move forward when communicating difficult messages.

Delivery: Via Zoom **Duration:** One hour **Price:** 25 euro

More Info: Payment is via PayPal. If you don't have PayPal, contact me directly at toby@tlp.lu and I can register and invoice you directly.

What it covers:

- ✓ How to apologise with confidence and clarity.
- ✓ Techniques in softening difficult messages.
- ✓ Critically reflecting on good and bad practice.
- ✓ Differentiating between formal and semi-formal styles.
- ✓ Defining next steps and solutions.

The TLP Insight Series is available on demand enabling you to watch it in your own time.

About Toby: *“I am passionate about the coaching work I do helping people unblock and move forward. My approach is centred on positive psychology and the belief that you have, within you, a huge potential to make changes. I have delivered over 10,000 hours of training and coaching and I am a certified coach (ACC) with the International Coaching Federation and have a Post Graduate Certificate in Personal and Business Coaching and Post Graduate Certificate in Education.”*

To find out more about Toby Higson please click here: [About Toby Higson | The Language Partnership](#)

To find out more about my values please click here: [Our Vision & Values | The Language Partnership](#)