

EXAMPLES FOR THE TRAINER

I didn't manage to ask about the details of organising a new event next week - a nervous office employee cannot calm down. The meeting was too short, I missed the details.

However, after a while he calms down and uses online communication. He writes an e-mail to an employee of another department who has more knowledge about the future event.

He calmly prepares a list of questions, details that must be settled this week for the event to be successful. His e-mail is long, precise, but he is also aware that only after answering questions will he be able to move on with the tasks.

After two hours, he gets a very detailed answer. He already knows everything. He doesn't have to worry that he won't be able to find out everything during the conversation.

