



# HANDLING OBJECTIONS

**A LEGO®SERIOUS PLAY®**

**Peer-to-Peer Post Foundation Training**

# Why this workshop

Handling Objections is not just a Sales Content

All of us in our life, consciously or unconsciously, spend time handling objections

Whether it is about timing, logistics, organization, or budget concerns, customers can often find a reason to push back on what you are offering

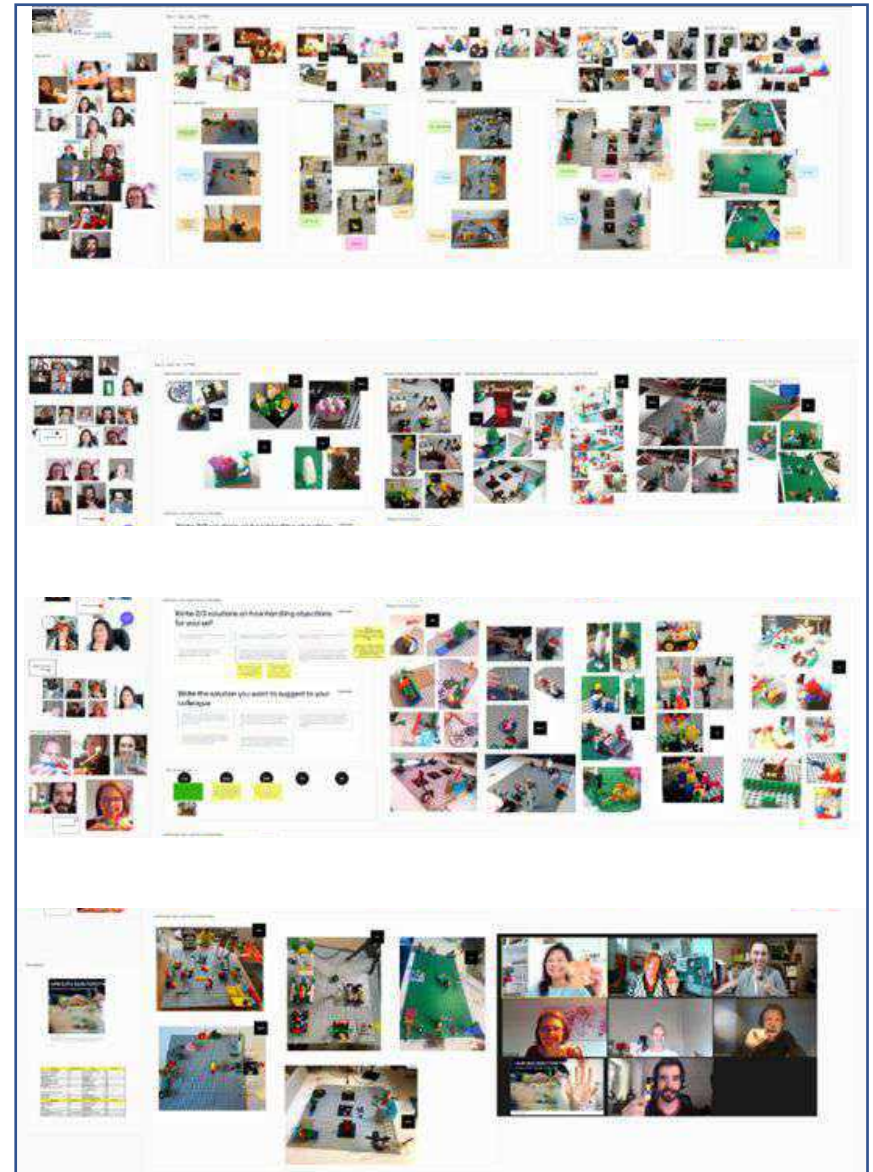
This is true also for you and for your clients, and

**you do not need to be a Sales expert to deliver this workshop to your clients**



# What you will experience

1. Explore the main pillars of the “customer relationship system”
2. Understand what an objection is and how you must be prepared to handle it
3. Test a real case of your choice, and a solution that can be immediately implemented
4. Play in a safe space the impact of your decisions on the entire system





# What you will take home

- The application of Lego® Serious Play® on a **new but very common topic**, to be included in your “LSP workshop offer”
- Further insights on how to keep a long remote LSP workshop, according with the Association’s rules
- A detailed manual with the roadmap and the instructions on how to deliver the workshop to your clients
- A great moment of sharing and mutual inspiration



# What are the requirements

- To be certified in LEGO® SERIOUS PLAY® Method and Materials by the Association of Master Trainer
- To have almost 200 assorted Lego® bricks
- A PC or a tablet with a good and stable connection



FACILITATOR CERTIFICATION PROGRAM IN THE

**LEGO® SERIOUS PLAY® METHOD**



**Certified Facilitator**  
LEGO® SERIOUS PLAY®



# Logistics & Fees

Date: July 29<sup>th</sup> and 30<sup>th</sup>, 2021 from

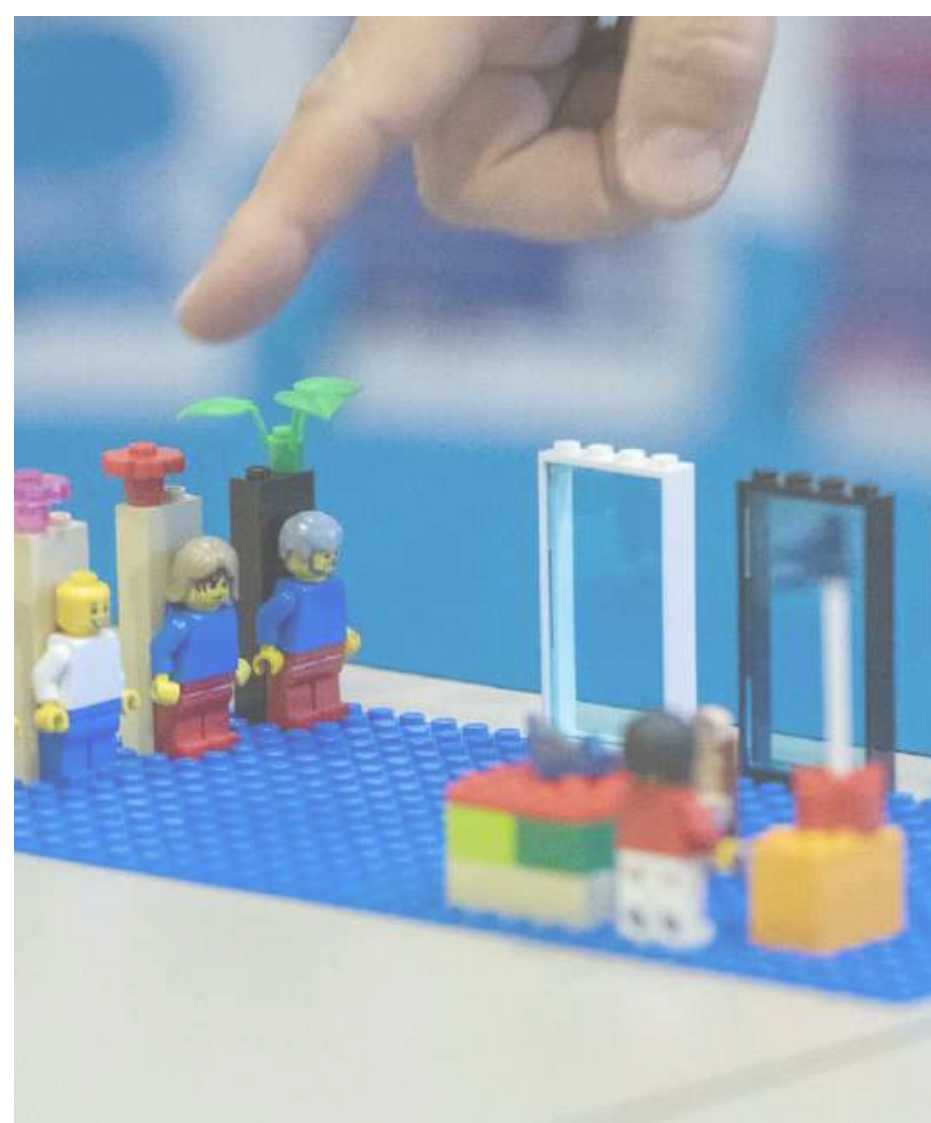
Time: 9AM to 1PM CET

Platform: Zoom

Full Price €450

Early Bird €375 (until July 10<sup>th</sup>, 2021)

To book your seat and to receive additional information fill the form at this link <https://bit.ly/3zrZKQ8> or contact me at [info@rachelesoliera.it](mailto:info@rachelesoliera.it)



<https://seriousplay.training/facilitator-to-community-development-programs/>