From Contact to Connection: Client Care, Follow up, and Generational Intelligence

Brand:
Product Code: 1542

Price: $9.95

Short Description
1 hour recorded webinar presented by Michele Cheresnick, Heartbeat International.

Description
What if silence isn’t disinterest—but a signal we’re meant to understand? In this workshop, we’ll reframe follow-up from a task into an extension of care, exploring what non-response may communicate in moments of stress, overwhelm, or uncertainty. Together, we’ll learn how to communicate in ways that feel safe, clear, and respectful across generations—reducing missed connections and strengthening trust through consistency, tone, and intentional presence. This session will equip you to move beyond simply making contact and toward building meaningful, lasting connection when it matters most.

Presented by Michele Cheresnick, Heartbeat International