



COMMUNICATE WITH CLARITY AND CONFIDENCE

WHO SHOULD ATTEND

Frontline Employees, New and Experienced Supervisors, Managers, Team Leaders, Secretaries, Administrative Assistants, Receptionists, any person who seeks to be a better communicator

WHAT YOU WILL COVER:

- ★ Ten steps for speaking clearly and assertively
- ★ How to keep the defensive walls down
- ★ Learn about the feedback loop and communication cycle
- ★ Three keys to providing feedback
- ★ First impressions **ARE** lasting impressions
- ★ Learn the language of success



You've proven your competence and your value. So why aren't you getting your point across? Look around you. The true leaders in your organization are the people who share a particular skill: the ability to communicate effectively. Regardless of upbringing, education, and talent – Extraordinary leaders share the same quality: superior communication skills. Through observation, trial and error, or schooling from mentors, extraordinary leaders have mastered the art of "connecting" with people in ways that almost always yield positive results. This Success Series Seminar focuses on analyzing barriers that inhibit the communication process. Identify skills in speaking clearly, directly, and strategize solutions to communication challenges. If you're committed to enhancing this skill, then this seminar is designed for you!

HOW YOU WILL BENEFIT:

- ★ Learn to build rapport and establish credibility
- ★ Identify common communication barriers
- ★ Eliminate destructive responses
- ★ Learn how to handle difficult people and situations
- ★ Know how to say "NO" without burning bridges

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