



COMMUNICATE WITH CONFIDENCE AND CLARITY

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



HOW YOU WILL BENEFIT:

- ★ Learn to build rapport and establish credibility
- ★ Be someone others can trust and will follow
- ★ Identify common communication barriers
- ★ Eliminate destructive responses
- ★ Understand how personality styles affect communication
- ★ Learn to reduce contempt in your arguments

WHAT YOU WILL LEARN:

- ★ Ten steps for speaking clearly and assertively
- ★ How to keep the defensive walls down
- ★ Eight speech habits to avoid
- ★ A 3 step apologies that keeps lines of communication open
- ★ How to transform arguments into discussions
- ★ First impressions **ARE** lasting impressions
- ★ The differences between ACTIVE listening and simply hearing what others have to say
- ★ Learn the language of success
- ★ Conduct meeting that get results

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!

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*The package will include 6 tickets to use as you like. Attend all 6 events Or, Mix and Match attendees with the 6 training days. If you need more than 6 tickets but less than multiples of 6 (12, 18, 24, etc.) individual tickets can be purchased for any scheduled events.

When:

July 18, 2018 9:00am-4:00pm

Doors open at 8:30am for sign-in and registration.

Where:

Federal Building
600 Arch St Rm 7A
Philadelphia, PA 19106

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