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“Professionally Speaking”

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A Different Kind of Speaker

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Program Title		“You Do Say” Communication Course	
Days (2.5)	Level I - 1/2 day Level II - 1 day Level III - 1 day	Presentation Format:	Microsoft PowerPoint
Course Description		If you were a school teacher at report card time, what kind of communication grades would you give the members of your team? A, B, C- ? The way your employees and managers communicate dramatically affects morale, teamwork, productivity, employee retention, customer relations and your bottom line.	
Highlights		This 3 Level course will help participants become more effective communicators at work and in their personal lives. Level I is designed for support personnel. It covers a full range of interpersonal skills including effective listening and communicating proactively and assertively. Supervisors and Managers will benefit by participating in Level II which includes partnering with employees and how to build strong working relationships based on mutual respect. Level III offers greater challenges for executive personnel who want to hone their collaborating, negotiating, persuading and influencing talents to a science.	
Special Points		Participants will learn: <ul style="list-style-type: none"> • The value of clear, effective communication • To understand and appreciate the differences in their co-workers • How to reduce stress they experience from difficult people and negative situations • Improved listening skills • When to say “no” and when to defer • How to resolve communication conflicts • Communication styles • How to read signals • The power of words and silence • How to create cooperation and instill harmony • The importance of words matching intent • To read body language • About stealth communication • About emotional flooding • How to develop a good listener image • How to remember names • How to improve public speaking skills • How to avoid sloppy communication • The importance of hearing what isn’t being said ---and much, much more!	