



How to be a Better Communicator

How to be a Better Communicator

- Understand the power of words, tone and body language
- Learn the role personality style plays in communicating
- Learn the qualities of an active listener
- How to say “no” without offending
- Learn how to deliver feedback

How to be a Better Communicator

- Learn how to gain and maintain credibility**
- Understand how to use “power”**
- Learn the basic negotiating gambits**
- Learn how to break the ice and get a conversation rolling**
- How to handle criticism**

How to be a Better Communicator

-How to handle complaints

-Learn 6 steps to resolve any conflict

-Learn 8 key e-mail communication tips

-Learn how to build strong co-worker relationships

-Learn how to run an effective meeting

**Contact Us Today To Schedule
Your On-Site Training!**

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