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A Different Kind of Speaker  
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<b>Program Title</b>		<b>“You Do Say” Communication Course</b>	
<b>Days (2.5)</b>	Level I - 1/2 day Level II - 1 day Level III - 1 day	<b>Presentation Format:</b>	Microsoft PowerPoint
<b>Course Description</b>		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.	
<b>Highlights</b>		This <b>3 Level</b> course will help participants become more effective communicators at work and in their personal lives. <b>Level I</b> 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 <b>Level II</b> which includes partnering with employees and how to build strong working relationships based on mutual respect. <b>Level III</b> offers greater challenges for executive personnel who want to hone their collaborating, negotiating, persuading and influencing talents to a science.	
<b>Special Points</b>		Participants will learn: <ul style="list-style-type: none"> <li>• The value of clear, effective communication</li> <li>• To understand and appreciate the differences in their co-workers</li> <li>• How to reduce stress they experience from difficult people and negative situations</li> <li>• Improved listening skills</li> <li>• When to say “no” and when to defer</li> <li>• How to resolve communication conflicts</li> <li>• Communication styles</li> <li>• How to read signals</li> <li>• The power of words and silence</li> <li>• How to create cooperation and instill harmony</li> <li>• The importance of words matching intent</li> <li>• To read body language</li> <li>• About stealth communication</li> <li>• About emotional flooding</li> <li>• How to develop a good listener image</li> <li>• How to remember names</li> <li>• How to improve public speaking skills</li> <li>• How to avoid sloppy communication</li> <li>• The importance of hearing what isn’t being said</li> </ul> ---and much, much more!	