



### **P11 From Technician to Leader – Clearly Speaking**

Tuesday, September 25

1:00 - 4:00 pm

Not Technical

Communications skills can be some of the most challenging for a manager at any level to master. In this course, you will learn one of the most important skills of communicating – active listening. You will also learn how nonverbal behaviors affect how your message is received and how to develop clear, concise messages.

*You Should Attend if:*

- You run meetings
- You've ever had to tell someone the same thing more than twice
- You are tired of the games people play
- You want to stop the miss-communication
- Clarity is an issue
- You run into mine fields with no warnings



You will learn:

- The 5 levels of listening
- Non-Verbal Messaging
- How to stop people from pushing your buttons
- What drives people
- How to uncover hidden meanings in conversation
- How to deal with the real issues
- Underlying messaging
- Precise Communication

To enroll call \_\_\_\_\_