

Just get Serious[®]

About Communicating Effectively

Poor communication skills can lead to large financial losses, hours of rework, accidents, as well as frustrated, disrespected, and discouraged team members plus a myriad of other undesired consequences.

This interactive seminar helps employees improve the ways they communicate verbally with their managers, subordinates, co-workers, customers, and others. This can create a more productive and positive work environment as well as stem losses in time, energy, finances, and morale. The program includes group activities, individual exercises, valuable personal examples, insights, techniques, and tips to strength participants' communication skills. Seminar content will be customized to address the needs and concerns of the client and specific industry.

Depending on the time frame, and needs of the client, participants will learn how to:

- Overcome the barriers to effective communication
- Consciously utilize the three ways messages are conveyed during in-person conversations
- Use seven techniques to be a better listener
- Communicate clearly, concisely, and completely
- Build rapport while talking with others
- Give and receive directions effectively
- Avoid mistakes commonly made in communicating
- Identify their communication style and that of others
- Adjust their communication style to be better understood
- Reduce misunderstandings and disagreements
- Use the best practices in email communication

They will also learn how attire and attitude play major roles in communication, and what they can do to excel in those areas.

For more information, including scheduling and pricing, contact:

Donna Satchell
STARR Consulting & Training
Just Get Serious[®] Seminars & Speeches
770-498-0400 - Donna@JustGetSerious.com
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Program Facilitator



Donna Satchell specializes in helping businesses better serve their customers and helping business teams work better together. Known for her engaging and motivating style of training, Ms. Satchell has worked in various markets including government, small business, corporate, non-profit and school systems.

She provides programs in customer service, team work, time management, and presentation skills.

Ms. Satchell is a member of the National Speakers Association and the American Society for Training and Development.

Visit www.JustGetSerious.com for information about Ms. Satchell's programs, testimonials, client list, and exciting motivational videos.

"Donna gave an excellent presentation on communication skills to the corporate training group of the American Society of Training & Development. Her enthusiasm engaged the audience, as did her strong presentation skills. The attendees benefited greatly from her examples, valuable insights, and helpful tips."

Jo Ann Cory, Director of Training
Gifford, Hillegass & Ingwersen

"The feedback we received is becoming the norm when you are speaker ... "Outstanding", "What an authority", "We're glad she was available". I feel GE has found the right speaker to meet many of our needs."

Michael Peacock, Manager of Communications,
G.E. Consumer Finance