



Speak Clearly, Listen Better, Work Smarter



2-hour private training
for your team



In-person, on-site, virtual

For more information and to book your
private team training, contact John:

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\$575

Many workplace and personal conflicts can be de-escalated with clearer, more thoughtful communication. This session helps participants sharpen everyday communication skills—especially how they listen, speak, and respond to other in real-life conversations. The cost of poor communication can be tallied not only in actual dollars but lost productivity due to the time spent fixing errors and covering overages and shortages, both of which could have been curtailed by adequate communication. And this doesn't even mention the deadliest consequence of all: lost customers. The long and short of it is: **You Pay for Poor Communication Whether You Intend to or Not!** You're going to pay your employees either way - it's up to you to make sure you get exactly the performance you expect. The best way to do this? Invest in **quality training**. Participants will learn how effective communication fosters trust, improves teamwork, reduces conflict, and boosts productivity.

PROGRAM HIGHLIGHTS:

- We must have had a miscommunication!
- Are you forming a rebuttal before they are done talking?
- It takes energy to listen.
- One way of being seen as an interesting person, it to be interested in others.
- Are you listening to everybody or anybody?

PROGRAM TAKEAWAYS:

- Speak so others want to listen.
- Recognize when you're not really listening.
- Get to the point and check if your message landed.
- Listen to understand—not to respond—is key.
- Learn a group listening technique.



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