

Professional Business Communications™

overview

Professional Business Communications™ is a two day experiential workshop that teaches participants to engage in highly effective communication. This program focuses on overcoming barriers to communication and using positive communication techniques to promote mutual understanding, decrease mistakes, and increase productivity.



Through a combination of instruction, demonstration, coaching and practice, participants refine their communication skills. Instructor feedback after skill-building exercises paves the way to greater mastery. By the end of the workshop, participants feel increased confidence as communicators with the great variety of styles found in the workplace.

workshop benefits

- ▶ Work Easily with Differing Personalities
- ▶ Expand Essential EQ-Total Life Intelligence
- ▶ Eliminate Unproductive Communication
- ▶ Overcome Barriers to Communication
- ▶ Master Positive Communication Skills
- ▶ Build Relationships Built On Cooperation
- ▶ Boost Team Work
- ▶ Raise Morale
- ▶ Accelerate Productivity

who should attend

- ▶ All Professionals Who Communicate
- ▶ Managers at All Levels
- ▶ Sales & Marketing Professionals

workshop materials

Every participant receives a copy of the Professional Business Communications™ manual.



BoldNewDirections

TRANSFORMING PEOPLE & PERFORMANCE

1-800-501-1245

info@boldnewdirections.com

www.BoldNewDirections.com

Professional Business Communications™

discount options

Ask about our volume discounts for booking multiple workshops for your company, organization or association conference.

one day on-site option

This workshop may be offered in a one day format on-site at your company. Contact us for more information or to discuss your organization's unique needs.

book your workshop

Contact us today to discuss pricing and scheduling options that suit your organization.



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day one

- ▶ Applying Human Psychology & Neuroscience
- ▶ Expanding EQ-Total Life Intelligence
- ▶ Mastering Differing Behavior Styles
- ▶ Overcoming Barriers to Communication
- ▶ Empathizing for Connectedness
- ▶ Discovering with Powerful Questions
- ▶ Listening with Improved Results
- ▶ Separating Fact From Fiction
- ▶ Paraphrasing for Clarity

day two

- ▶ Review of Day One
- ▶ Thinking Outside the Old Boxes
- ▶ Improving Courageous Conversations
- ▶ Requesting What You Want & Need
- ▶ Employing the Six Principles of Positive Influence
- ▶ Reducing Tensions in Communication
- ▶ Choosing Positive Perspectives
- ▶ Catching People Doing Something Right

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