

# ... How I feel affects other people!!!



Put your friendship first

First know what you DO want

Reply, don't react

Emotions are never wrong

Don't be a mind reader

Make an effort to hear the  
"PLEASE" behind the words

*Listening is the #1 Communication skill. Each of the above 6 communication tips require a different kind of listening. Each of these 6 titles are available as a keynote or workshop to address Listening.*

- ◆ **How to be UGLY:** The base of my overall message... Enjoy this creative look at staying positive and the impact of words on our lives.
- ◆ **The 7C's of Control in Public Speaking:** Uncover those subliminal techniques and the conscious need to be in CONTROL... of your audience and yourself. Enjoy 7 easy-to-remember and apply tenets of effective speaking and presenting that you can begin using with your next conversation....
- ◆ **The 7C's of Speaking With Younger Audiences:** Reinforce the concept of speaking 'with' younger audiences... as we must be careful not to talk 'to' our audiences. Sometimes that audience is comprised of our coworkers... or boss.
- ◆ **The 7C's of Sales:** Increase business by competing with yourself to become a more creative and assertive communicator
- ◆ **The 7C's of Customer Service:** Remember, when you say it slowly... Customer Service = *Customers Serve Us*. And it serves us to treat one another as valued customers....
- ◆ **My Piece of the Puzzle: Or Puzzled?:** This is one of my interactive messages that can easily be interchanged to support your teamwork or inclusion theme to help people see their role.

**The Top Line... Communicate to Win Series** is designed for anyone who wants to develop a balance between personal and professional growth, to become more of an asset to their organization... anyone who wants to better understand their contribution to the bottom line. It is ideal for both the mid-level leader you'd like to groom for the next step, as well as the executive who may need to become more familiar with the **Top Line** style. It is perfect as a system to foster co-worker engagement and investment.

## Value to the participant

This program will help you identify and solidify many critical success habits that will serve you well for a lifetime. Additionally it will facilitate the development of an amazing support community of other high-achieving leaders and invested colleagues. More specifically, you can expect the following:

- ◆ Know how to influence others and build a powerful network of relationships, advocates, and invested team members
- ◆ Learn ways to consistently and effectively engage your team with passion and excitement, inspiring action and optimal results
- ◆ Receive immediate and informal group-beneficial coaching to enhance your overall leadership competency and ultimate results

## Value to their organization

- ◆ Achieve desired results more quickly avoiding unnecessary leadership mistakes
- ◆ Develop competent, transforming leaders to facilitate your organizational change