

BUSINESS COMMUNICATIONS TRAINING: KEYNOTES, SEMINARS & BREAKOUT SESSIONS

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Maximize Your Budget!

Hire Patrick to do both his
most requested Keynote,
"Belief-Driven Success"
and this program
as a Breakout Session for
less than it would cost for
two speakers.

Patrick **DONADIO**

Call Donadio
for more information
on his one-on-one business
communications coaching program

Communicating with IMPACT

Eighty percent of our waking day is devoted to communications!

Maximizing your communications skills is vital to developing relationships, increasing productivity, building teams, managing change, empowering others, increasing the bottom line and improving customer service.

Learn a Six-Step System to immediately improve your interpersonal communications.

Patrick places special emphasis for this program on trainee involvement, using group discussions, role-playing, exercises, real-life examples, and planning time to put these principles into action. Topics include:

- Communication Skills Inventory (Rate current skills)
- Barriers to Communication and How to Overcome Them
- Three Fundamental Components of Communication
- Two Types of Listening
- Four Communication Behavior Styles (DISC)
- A 6 Step System to Improve Communications/Productivity
- How to Ask Questions that Empower People
- Nine Tools for Improving Active Listening Skills
- Using Communications to Improve Customer Service
- Assessing Clients' Needs through Active Listening
- Tips for Focusing on the Problem, Not the Person
- Bonus Brochure, *How to Deal with Difficult People*.

Program Goal:

To increase your knowledge and learn the skills necessary for effective communication.

Program Objectives:

1. Increase your understanding of what comprises effective communication.
2. Teach techniques that will improve your communications skills, develop relationships and increase performance.
3. Help you develop an "Action Plan" to practice and implement these newly learned skills on the job.

Time Needed:

Full day—or choose components outlined above for 1-3 hour seminar, speech or keynote.