

# How To Be A Better Communicator



Presented by  
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## What You Will Learn In 6 Hours

### How things work

- Words, three keys for better understanding
- Learn to understand different personality styles
- Understand the impact of environmental noise, physical noise and value noise.
- Learn the power of voice tone
- Learn how badly language works

### Valuable “How To’s”

- How to be an active listener
- How to say “no,” three easy steps
- How to deliver effective feedback
- How to gain and maintain credibility
- How to give clear instructions
- How to use the 8 types of power to your advantage

## Other Important Tips

- Learn to 7 top negotiating techniques (gambits)
- How to “break the ice” and get a conversation rolling
- How to handle criticism, 5 keys
- Learn how to effectively handle complaints in 8 easy steps
- Learn the top 5 sources of conflict
- Learn the 6 step Conflict resolution model
- Learn 8 key e-mail tips

## Meetings

- How to build strong relationships
- Learn the 8 steps to holding an effective meeting
- How to be an effective facilitator



