

Communication

WORKSHOPS

Communicating Confidence and Competence

Can you imagine how much simpler life would be if everyone said exactly what needed to be said when it needed to be said? Whether verbal, nonverbal or in print, our communications send an impression. The experts at COCC speak with humor and insight about communicating with clarity and polish, the role of grammar, the nuances of modern technological etiquette, listening skills, non-verbal messages and how to talk to anyone, anytime, anywhere!

High Tech Talk

Technology, ah, so convenient... And at times, so annoying! Your high-tech habits can help you or hurt you, especially in business. In a world where high tech often translates to low touch, how you communicate can impact first impressions, relationships, customer service, and professionalism. Join the experts at The Civility Group and learn how to communicate effectively and courteously in any medium.

After attending this session, participants will be better able to:

- Assess the impression your current communication is sending
- Be a more confident, effective and positive communicator
- Choose appropriate communication tools for different messages and situations
- Follow practical guidelines for appropriate communication when using technology to communicate
- Learn how adopting a "sales savings account" strategy for communication can boost respect and impact the bottom line

INTERESTED IN HOSTING A COMMUNICATION WORKSHOP? Contact us at chicagocenter@mail.com.