

# Paul Gerhardt

*The Organizational Doctor* ®

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## Effective Communication: Conversations That Count

**Effective communication** is both an art and a science. Nothing builds quality professional relationships marked by maximized problem-solving abilities and trust like effective communication. This 4-hour session focuses on what the best leaders know about effective communication and teaches you how to build better relationships through communication that counts. You will practice various essentials of communication that goes far beyond just listening and speaking.

### Key Objectives

- **Learn the various levels of listening**
- **Respond effectively to lessen losses in productivity and respect**
- **Create meaningful dialog that builds relationships and trust**
- **Identify common mistakes of communication**
- **Practice communicating in deeper levels through active listening and skill building exercises**

### Who Should Attend

Everyone including: Supervisors, colleagues, or employees working with customers.

### Materials/Texts

Participants will receive a customized copy of powerful workshop exercises that build communication skills and make the learning memorable and teachable.

### Class Size

5 to 35 participants

### Where

Invite Dr. Paul L. Gerhardt to facilitate an enjoyable, memorable and interactive learning workshop at a location of your choosing.

**Call 1-866-513-4296 or 1-877-4U2-LEAD.**

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