

Helping Individuals and Organizations Build Great Relationships!

MARY O'NEILL

EFFECTIVE COMMUNICATION SKILLS

Knowing how to communicate effectively improves everyone's ability to create winning relationships and helps every member of your team succeed!

People who rapidly excel are usually the ones with the best communication skills - those who can relate easily, present their ideas with conviction and speak with confidence, composure and ease.

LEARN TO COMMUNICATE - AND EXCEL!

Mary O'Neill's Effective Communication Skills Workshop offers **easy-to-use communication techniques** so everyone in your group can learn how to be more productive and polished and build better relationships.

SKILL BUILDING

By the time we reach the age of 5, each of us has had literally thousands of experiences communicating with others. Yet, even people with the best education and upbringing find themselves lacking skills needed to feel comfortable and competent in expressing their ideas, opinions and thoughts and connecting well with others.

The good news is - regardless of what was learned in the past - anyone can become a better communicator. Practicing the art of effective communication dramatically improves the way you and your team members relate to everyone.

THREE STEP COMMUNICATION PROCESS

Mary leads you through a simple three step process to help you communicate more successfully:

1. The first step to successful communication is **identifying the personal barriers** that keep people stuck. Once your team members know what behavior changes they want and need to make, everything else is easy.
2. The next step is **learning more about individual communication styles** and how they impact others. The more aware you and your team members are of different communication styles and the role they play in relationships, communication naturally becomes more effective.
3. The third step is **practice, practice, practice!** Mary teaches your entire team a simple model for open communication and incorporates role playing for skill building. The more practice, the more effective people become. It's that simple!

B E N E F I T S

By the end of this course participants will:

- Identify and Expound Upon the Key Components of Effective Communication
- Contrast Assertive, Non-Assertive and Aggressive Behaviors
- Identify Self-Defeating Cognitive and Behavioral Patterns That Get in the Way of Self-Expression
- Explain a Step-By-Step Process for Successful Communication
- Develop of Personal Action Plan for Practicing New Methods of Communication

A S S E S S M E N T

To enhance and deepen each participants learning experience, Mary uses the **DISC** profile to assess communication styles and preferences.

This optional tool defines individual styles for **collaboration, cooperation, conflict resolution and decision making.**

Workshop Format: 1-2 Days

Emerge from this fun and informative seminar with confidence and enthusiasm!

You and your team members will leave Mary's program feeling excited about your new skills and eager to put into action everything you've learned!