

NEW FOR 2008!



Can You Hear Me Now? (And Is Anybody Listening?)

"I know you believe you understand what you think I said, but I am not sure you realize that what you heard is not what I meant."
Anonymous

In this dynamic, hands-on, ears-on, seminar you'll learn...

To never again fall into **THE THREE TRAPS OF LISTENING...**

Discover the traps into which we all occasionally fall in our efforts to listen effectively and how to avoid them.

How to listen to **THE WORLD'S MOST IMPORTANT PERSON...**

Research has revealed that as much as 90% of the input we receive on a day-to-day basis can be negative. Our self-talk can actually reverse the impact of this negativity.

To become **'A VIDEO CAMERA' IN EVERY COMMUNICATION...**

Learn eleven key skills necessary to become the most active listener possible, and then validate these skills in an effective listening exercise.

To be aware of what your **BODY LANGUAGE IS SAYING...**

A surprisingly small percentage of communication is conveyed in the actual choice of words. Learn the critical roles of the vocal and visual aspects of conversation, and analyze some classic body language behaviors.

ADDITIONALLY, **"CAN YOU HEAR ME NOW?"** WILL HELP YOU...

- Become A Superb Conversationalist...
Dale Carnegie's "secret" for winning friends and influencing people
- Be a Winner on the Telephone...
It's a "Whole 'Nother Ball Game" – but the same rules apply!

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