



## Did You Know?

- 93% of communication is based on not what we say, but how we say it

## Seminar Objectives

- Learn the 4 behavior models
- Discover your own behavioral and communication style
- Recognize, understand and appreciate the strengths inherent in others' behavioral styles

## Each participant receives

- A complete analysis of their own personal communication traits with a summary of how to effectively communicate
- Tips on how they can adapt to others



call for a quote  
1-888-251-7606



# REMOVING THE MASK

How to Effectively Communicate,  
Even with Difficult People!



## REMOVING THE MASK

*How to Effectively Communicate, Even with Difficult People!*

We have all had to deal with them in life whether we want to or not, those people we have judged to be impossible to get along with. Some of us work with them, some of us work for them, some of us have them working for us, and some of us even live with them! What do you do when avoiding them is not an option?

Learning to work together and how to value those people who are "different from me" can be the key to increased production and job satisfaction. By learning a few simple communication techniques, the door can be opened to effective relationships.

*What is the most important ingredient for success and achievement in today's workplace?*

*What is the foundation for supportive, cooperative work and personal relationships?*

The answer to both of these questions is the same - the ability to communicate skillfully and confidently with all types of people.

### What Our Attendees Say...

Anonymous (Evaluation Form)

*"The tools utilized in the analysis were motivating and instructive for areas of self-improvement."*

- **Indiana Institute of Technology**

*"I expect this to be a valuable tool in both my professional and personal life."*

- **Flashfold Carton**

*"Very impressive! As you will note your report is 100% accurate in my case."*

- **anonymous (Evaluation Form)**

# REMOVING THE MASK

How to Effectively Communicate, Even with Difficult People!