Communicating with Confidence, Clarity and Persuasion focuses on core concepts vital to successful communication. You will explore Styles of Communication, Assertiveness, Effective Listening Skills, Questioning Techniques and so much more.

Who Will Be There:

- Sales Professionals
- Leaders, Managers and Supervisors
- Human Resource Professionals
- Trainers, Presenters, Facilitators and Mediators
- Individuals who lead or work within teams
- Individuals responsible for negotiating with suppliers, vendors, unions and companies
- Marketing and Communications Officers
- Customer Service Representatives
- Anyone who relies on their ability to communicate effectively and confidently

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MAIL 9-6975 MTCC Suite 175 Mississauga, ON L5N 2V7
ONLINE www.careerconcepts.ca

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Do you feel like some people know how to push your buttons and are doing it on purpose?

Delivering bad news is hard, wish there was a way to deliver the bad news without creating bad feelings?

By the end of this course you will be able to:

- Express your ideas assertively, confidently and precisely
- Deliver bad news with poise and encourage a positive response
- Understand the non-verbal cues while communicating with others
- Control the flow of difficult conversations
- Prepare for and deliver bad news using a systematic step by step technique
- Apologize showing sincerity and improve your relationships
- Know the 6 universal principles of influence and learn how to use them or counteract them
- Say NO decisively and politely
- Distinguish between assertive, aggressive and passive behaviour
- Criticize and change behaviour while staying friends and or colleagues
- Disagree with the other person in such a way that helps them understand your meaning and not take it personally

Are you tired of being intimidated by high pressure situations and demanding people?

Do you often ask yourself why you didn’t think to say this or do that in the moment?

Do your ideas and request get dismissed or shot down on a fairly regular basis?

Having a hard time staying in the moment- often missing important information?
Benefits to Attending

- The different styles of communication and identify your own
- The 4 dominating personalities that help identify the communication style you will use to make the most impact
- How to respond to aggressive people and get them on your side
- How to ask the right questions at the right time
- The 6-step disagreement technique that builds trust
- How to avoid appearing to aggressive or to passive
- Develop a personal communication improvement plan and start it
- How to guide conversations towards the direction of your choice
- Understand what causes misunderstandings and how to minimize them
- The must do steps to create instant rapport and gain commitment
- When you should use first person sentences when communicating with others versus second person.

Professional, Knowledge, Experience

Experienced faculty use real world experience, proven adult learning techniques and results driven curriculum. Learn industry best practices as you learn alongside other professionals and develop valuable resources through networking.

Focused Training Solutions

Adapt, Customize, Create
Training Your Way!

Because your goals, your organization and your people are unique, we bring our distinctive training to you. We help develop your people and build your organization through high impact training while stretching your training dollars.

Adapt one of our current foundation or advanced programs to fit your existing needs.

Customize your training day with a pairing of multiple foundation or advanced programs to cover multiple topics and skill sets.

Create a unique program that is specific to your culture, budget and desired outcomes.

All three options are designed to give you a return on your investment with measurable results and backed by our 100% Satisfaction Guarantee.

Call our training consultants today for more information.
1.866.888.6759

Registration Information

Enroll Today! Guarantee your enrollment and pay your enrollment fee today. A confirmation will be emailed, faxed or mailed to you once your registration is completed. Please make your preference known at the time of registration. Payment is due prior to the workshop

Program Schedule

Check-in: 8:30am – 9:00am
Workshop: 9:00am – 4:00pm

Cancellations and Substitutions

You may cancel your registration up to 10 business days before the workshop. Your registration will be refunded less a cancellation fee. If you need to cancel less than 10 business days prior to the workshop, you may 1) send a substitute from your organization or 2) transfer your registration fee to another program of your choice that is scheduled within 12 months of your original event. Please note that if you don’t cancel and don’t attend you are still responsible for payment. Substitutions may be made at any time.

Please Note

We will email, fax, or mail your confirmation to you once your registration is complete.

You will be notified by email, fax and/or mail if any changes are made to your scheduled workshop.

Lunch and parking expenses are not included.

REGISTER TODAY!
www.careerconcepts.ca or 1.866.888.6759
Enroll Now!

CALL
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FAX
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Communicating with Confidence, Clarity And Persuasion

Registration Information
(Please note if you’ve registered by phone and paid with a credit card, it’s not necessary to return this form.)

Mr. / Ms. ____________________________________________
Title _____________________________ Workshop # _______________________________
E-Mail Address ______________________________________________________________________

Mr. / Ms. ____________________________________________
Title _____________________________ Workshop # _______________________________
E-Mail Address ______________________________________________________________________

Organization ________________________________________________________________
Address __________________________________________________________________________

Approving Manager’s Name _______________________________________________________

E-Mail Address ______________________________________________________________________
Telephone _______________________________________ Ext. _______________________
Fax ________________________________________________________________________________

Payment Information

Confirming Phone Registration # _________________________________________________

Cheque enclosed payable to Career Concepts

Cheque # ______________ Cheque Amount $ ________________

Charge to : Mastercard Visa

Card Number _______________________________________________________________ CVV ______

Expiration Date __________________ Signature __________________

Learn how to deal with yours and others emotions quickly and get to the matter at hand
Communicating with Confidence, Clarity and Persuasion focuses on core concepts vital to successful communication. You will explore Styles of Communication, Assertiveness, Effective Listening Skills, Questioning Techniques and so much more.

ONE DAY EVENT

Learn the art of communication that will influence and inspire!

Communicating with Confidence, Clarity and Persuasion

Career Concepts
The Professional Development Company

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