



## Positive Power™ Communication Skills

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**Excellent communication skills** are essential to achieving both professional and personal goals. If you are unable to hold your ground or are intimidated by certain communication situations, you **don't** have to transform your personality to inject power into your communication. Feel more comfortable—even when you must “think on your feet.” Make a powerful impact and impression at meetings. Put an end to over-apologizing, over-accommodating and speaking tentatively. Learn to receive and deliver constructive criticism, as well as to handle conflict and confrontations. Through understanding and practicing the skills used by power communicators, you can present your ideas with credibility, authority, and confidence.

### Participants will learn to:

- ◆ Use power in your communication to greater advantage.
- ◆ Debunk myths and misconceptions about communication.
- ◆ Retain control in tough situations with difficult people.
- ◆ Present a point of view in a direct, concise way—to gain respect.
- ◆ Project their voices more effectively.
- ◆ Determine when it is most effective to use an indirect approach.
- ◆ Adjust body language and gestures to convey the targeted message.
- ◆ Handle interruptions positively and assertively.
- ◆ Recognize words and phrases that are **power-sappers**.
- ◆ Acquire the tools of diplomacy—*the art of letting someone have YOUR way*.
- ◆ Employ reflective listening and other key listening skills.
- ◆ Avoid feeling victimized by establishing personal limits and boundaries.
- ◆ Develop increased skill in targeting questions to achieve desired results and avoid misunderstandings.
- ◆ Demonstrate increased confidence in one-to-one communication.
- ◆ Begin to overcome the fear associated with communicating with intimidating individuals and in intimidating circumstances.
- ◆ Apply the most effective Power Level™ to every communication scenario.

### Participants say:

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*I leave this class each week feeling very motivated and wanting to do as much as possible to improve my communication skills.*

*All information given was helpful—practical experience—brings examples into the discussion.*

*She encourages students in a calm, soothing way. She is great!*

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***Unleashing the Communication Potential of Individuals and Organizations.™***