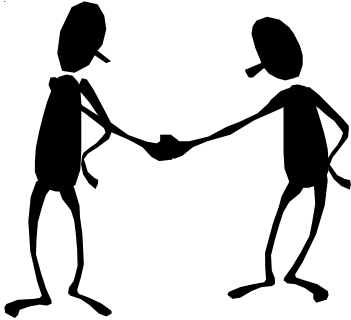


Face-to-Face Communication

Better Dialogues, Better Outcomes



Ensure your communication gets results by communicating directly with your team

Create better dialogue

An informed employee is your best employee. In this age of electronic communication, face-to-face communication has dwindled, creating new challenges for managers who want productive relationships with employees. Face-to-face communication, whether one-on-one or in team meetings, requires more of a dialogue than a monologue. It requires making time to keep employees informed, solicit their involvement, and increase their ownership of tasks and decisions.

Who should attend

This program is designed for anyone who supervises the work of others or leads a team. **Face-to-Face Communication** is ideal for managers who want to keep their employees informed, involved, and empowered.

What you will learn

How do you communicate with your employees? What do they need to know from you? Do you solicit input and feedback from your team? Do you involve them in goal setting and problem solving? In this dynamic program, you will discover how face-to-face communication leads employees to become more empowered. You will learn:

- ◆ the benefits of dialogue over monologue
- ◆ when to use face-to-face communication
- ◆ how to keep employees informed by answering their important questions
- ◆ how to genuinely involve employees
- ◆ how to enhance your credibility through your voice, tone, and body language

Program format

Face-to-Face Communication is a hands-on two-hour workshop where participants gain valuable tools and skills over lunch. The program can be tailored to include a video component and specific on-the-job communication challenges. Participants use a workbook and complete a personal action plan for using face-to-face communication.

To register, contact:

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