



## Communication Series

These topics are available as keynote speeches or customized seminars.

### Goal Setting

***Achieve your Personal and Professional Dreams by Setting S.M.A.R.T. Goals***

If you don't know where you want to go, how will you know when you get there? Achieve what you want, personally and professionally, by setting goals that are **S.M.A.R.T.** Learn a simple, but detailed, step-by-step approach to define your goals, then prioritize and achieve them. A surprise opening and an even bigger surprise ending will show you how to "break through" any obstacle.

### He Said/She Said

***Demystifying and understanding gender communications***

Ever wonder why men and women speak and act so differently? Our brains are actually not wired quite the same way, so we can perceive a common situation in very different ways. We're different in the way we observe, remember, problem solve and even feel emotions – no wonder it's called the "opposite" sex! Learn how to improve your communication with the "other side" through simple techniques and hilarious examples.

### The Negotiation Game

***In life, you don't get what you deserve - you get what you negotiate!***

You negotiate, every day, whether you realize it or not. Every decision involving others is a negotiation: asking for a raise, pitching a proposal, setting family budgets. Successful negotiations, in business and personal relationships, mean more satisfaction for **both** sides. Test your skills and **play** a negotiation game. You'll learn:

- 5 key rules to success (ignore them at your peril!)
- 10 Negotiation Tricks people use (and how to foil them!)
- 3 Quick Tips for a better process

### Succeeding with Difficult People, in Difficult Situations

***Jerks are inevitable, but suffering is optional!***

We all encounter difficult situations and people regularly – so learn to handle them with aplomb. Discover techniques that change your perspective, reduce stress and improve outcomes. (It even works with telemarketers!) Learn to complain effectively, and to handle complaints, both in business and at home. Find out the words and phrases to use (and the ones to avoid!) for maximum gain and minimum pain.

## **Top 5 Tips for Better Communication**

### ***A “Reader’s-Digest-condensed-version” of a career’s worth of communications lessons***

Avoid most everyday conflicts by using these 5 simple skills. Learn what it means to “ask the *real* question.” Discover how active listening can prevent arguments and promote understanding. See how asking questions can make you more persuasive. And learn one simple tip that could be a lifesaver – literally.

## **Words That Heal, Words That Harm**

### ***A discussion group on “ethical speech”***

Come share your thoughts and wisdom on these challenging issues: A new definition of gossip. Take the gossip challenge! Is truth a defense? Is lying always wrong? Must you keep a secret? What do you do when someone tells a racist joke? What do you do if someone has said something negative to you about your friend - do you share this information? This promises to be our most lively talk.

## **Communicating with your Significant Other - Part 1**

### ***”You can be right or you can be happy.”***

Improve your relationship! Learn how to avoid common conflicts in intimate relationships arising from the different gender-based styles of communication. Through familiar (and funny!) examples of the things men and women do to drive each other crazy, you’ll learn:

- How male and female brains are wired differently
- Why men insist on offering solutions but refuse to ask for directions
- Why women want to talk it out but hate reading maps
- How to speak, and listen, to your significant other, so he/she really understands
- Why women can multi-task and men can’t (and what to do about it)

## **Communicating with your Significant Other – Part 2**

### ***”You can be right or you can be happy.”***

By popular demand, another entertaining and educational look at the how the differences in gender communication affect your relationship. Through a series of humorous skits based on conversations that happen in an intimate relationship you’ll understand:

- Women’s “scoring system” and how little things make big differences
- The impact of “Independence vs. Intimacy”
- Why men feel they “insist” and women “nag”
- Why men are “buyers” and women are “shoppers”
- The real reason men find it difficult to express their emotions.