



“Become the Great Communicator”

Effective Communication for Leaders at all Levels



Summary: Inspire others to new heights of productivity with quality communication processes. The “Communication Model” provides the foundation for improved dialogue, shared clear expectations, and efficiently working processes. You will gain a renewed appreciation for elements of effective communication, the importance of understanding the four generations in today’s workplace, and the difference between genders in the communication process. Specific practices of “Giving Constructive Feedback”, “Delegating”, and “Communicating Clear Directions” helps hone your skills to develop an action plan to use upon return to the workplace. This course is taught by David Compton.

Date , Time, Cost: June 16, 2009; 8 AM—3 PM Light breakfast, lunch, materials, and a parking pass are included in the registration fee of \$199 (\$179 for Chamber members). To register, call Teresa at 901.543.3530 or email tfranks@memphischamber.com

Course Outline:

1. Review the Basics of Communication
2. Leader’s Values as Foundation of Communication
3. Applying Emotional Intelligence for Success
4. Giving Constructive Feedback
5. Developing Active Listening Skills
6. Delegation: Keys to being a Manager
7. Organizational Communication
8. Seminar Assessment and Certificates

Substitutions and Cancellations: Substitutions may be made at any time. Cancellations made more than 30 days prior to the start date of the course will be charged a 20% processing fee. Cancellations made 30-14 days before the course starts will be charged 50% of the registration fee. Registrants who fail to attend are responsible for the entire course investment. No refund of fees is offered for cancellations made less than two weeks prior to the course beginning. Cancellation requests should be submitted in writing. Travel and lodging are **not** included in the cost. MSQPC reserves the right to make changes to any aspect of the program, agenda, speakers, dates, and venue location and can also cancel events if enrollment criteria are not met, or when conditions beyond its control prevail. Every effort will be made to contact each delegate if the event is cancelled. MSQPC’s liability is limited to the refund of the registration fee only. Payments received less than 10 days prior to an event should be paid with a credit card.