Making a Connection™: Think Before You Speak!

This course will focus on providing the tools to help individuals formulate and deliver an impactful, engaging and collaborative message, and avoid potential pitfalls by being mindful of how messages are delivered and received. This session will help an individual:

- Identify personal communication and learning style preferences, as well as their strengths, challenges and impacts on others.
- Identify cues for recognizing other style preferences during an interaction.
- Understand commonly-used words and phrases that have the potential to bring out the best and worst in people.
- Develop effective written and verbal messages, and engage in a difficult conversation.

Course Overview and Registration Information

Course Outline
This self-reflective, interactive, practical learning experience will include the following content:

- Connecting Through Style Preferences
  - Making a Connection™ Assessment, Style Descriptions and Strategies
  - Practical Application: Making a Personal Connection
  - Learning Styles: Overview
  - What’s My Learning Style?: Assessment, Adapting Cues and Strategies
  - Practical Application: Making a Personal Connection
- Formulate Impactful and Respectful messages
  - I.D.O. Think Before I Speak Model™
  - Use Respectful and Engaging Language: Self-Reflection: Have I Ever?
  - Tips for Managing Social Media
  - Practical Applications: Find the Errors and Re-write the Message
  - Practical Application: Difficult Conversation – The W.I.N.S. Model™

Who Would Benefit from Attending
- Individuals at all levels and functions within the workplace seeking to enhance their overall communication skills.

Logistics
Date: November 30, 2017
Times: 8:30 a.m. – 4:30 p.m.
Cost: Price includes a Participant Guide, snacks, lunch and a framed Communication Styles picture for your desk.
- Members: $259
- Associate Members: $359
- Non-Members: $459
Location:
ElectriCities of NC, Inc.
1427 Meadow Wood Blvd.
Raleigh, NC  27604
Registration
Log on to www.electricities.com/training
Class Size is limited to 25
Registration Deadline: November 15, 2017
Cancellation Policy
- Course Cancellation: If a course is cancelled, all registrants will be notified with a full registration fee refund.
- Participant Cancellation and No Shows: Non-refundable registration fee after Registration Deadline of November 15, 2017. Please contact Sue prior to the deadline if you are unable to attend.
Recommended Credits:
- CPE: 8
- PDU: 6.5
- PDH: 8
- CEU: .6
CEUs: Continuing education credit may be recognized by your professional board. Contact your own board to find out what’s required. Call our office for required documentation.

Questions – Contact Sue @ (919) 760-6221 or srubish@electricities.org