



Your Total Training Resource

## **CORE COMMUNICATION SKILLS: Best Practice Interpersonal & Assertive Communication Skills**

### **Best practices to guide you to influence, engage and activate.**

When you boil down all the issues, conflicts and challenges in the workplace, most could be solved or avoided through effective communication. When you look at all the opportunities that arise to increase visibility, reach goals, obtain promotions, and secure a strong career path, most could be more easily won through powerful communication.

We all know the power of great communication and yet rarely have the opportunity to dedicate a day to honing our skills, learning new techniques and practicing new approaches to persistent problems. Core Communication Skills, The Carroll-Keller Group's latest training offering explores the vast landscape of interpersonal communication best practices.

#### **During this session, you will learn how to:**

- Define your communication style and “read” others
- Speak assertively – the language of leadership
- Enhance your active listening skills to anticipate and avoid common misunderstandings
- Match body language to your message
- Eliminate communication roadblocks like “weasel words” and verbal fillers
- Resolve conflict and work constructively with emotions
- Make smart choices with social media
- Organize your thoughts to communicate clearly
- Maintain your composure in challenging interactions
- Motivate and move people to action

#### **Who should attend?**

- Anyone who wants to build collaborative relationships that empathize trust and respect
- New managers or supervisors
- New hires who want to work confidently with others

Our one-day session will take participants from theory to practice with a solid combination of relevant content and opportunities for practice. Core Communication Skills will provide you with the tools and techniques to set you apart through the power of clear and compelling communication.



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## Registration Information

**Time:** Workshops scheduled from 9:00 a.m. to 4:30 p.m.

**Pricing:** 1-2 attendees \$275 per person, 3+ attendees \$245 per person.

**Location:** OLC Education & Conference Center (The name on the building is AAOS.),  
9400 W. Higgins Road, Suite 100, Rosemont, IL 60018-4975.

The parking garage next door has free parking with validation, available at the front desk.

[Click here to download a map and directions.](#)

**To register** or for additional information either email, phone or complete the [online registration form](#). **Email:** Ken Keller at [kkeller@c-k-g.com](mailto:kkeller@c-k-g.com) or Dean Carroll at [dcarrroll@c-k-g.com](mailto:dcarrroll@c-k-g.com) or **Phone:** (630) 495-0505 or (800) 869-7497.

**Register online:** [Complete form by clicking here.](#) If you register online, a confirmation email will be sent to you with next steps and payment details. Please note we accept checks as a form of payment.

**[To see a complete list of our current workshops click here.](#)**

Customized onsite workshops are also available.

Please contact us with any questions or concerns you may have. Email: Ken Keller at [kkeller@c-k-g.com](mailto:kkeller@c-k-g.com) or Dean Carroll at [dcarrroll@c-k-g.com](mailto:dcarrroll@c-k-g.com) or Phone: (630) 495-0505 or (800) 869-7497.