

Business Basics: The Art of Communication

A highly informative and interactive workshop where you will develop your communication skills, increasing your effectiveness in the workplace and many other areas of your life.

Communication is always occurring while in the presence of others. Can you remember an instance where a misunderstanding was due to a lack of communication? In the workplace, we strive to work amicably with a variety of people and personalities. Through this course, you will enhance your communication skills to improve your interactions, both within your work environment and your personal life.

- Three imperative basics to effective interactions.
- Identify the many ways we communicate.
- Ideal environments for effective communication.
- The role of listening.
- Assertiveness skills.
- Our personal role in interactions.
- Coping techniques for difficult situations.
- How to approach difficult conversations effectively.
- Develop skills to interact with anyone.

The skills learned in this course will help reduce misunderstandings in your workplace and personal life. Difficult conversations can be initiated with tact and a sense of control. Conflict can be reduced and the workplace environment can improve.

Can you afford to pass up the opportunity to gain the basic communication skills that will assist you throughout your career? Invest just TWO days with us to develop skills that will benefit you for a lifetime!

Workshop details:

Two days at the Fredericton Inn. Lunch and nutrition breaks provided, as well as a certificate of attendance.

Financial investment:

\$495*

Early bird special:

Pay only \$470* when you book by October 1st, 2010.

*Plus 13% H.S.T.

AS WELL, register for all 3 courses and we will deduct a further 10% off of your total!

Print off the following registration and mail it with your check(s) to:
ADIAN Collaborative
Resolution Solutions Inc.
527 Dundonald Street,
Suite 172
Fredericton, N.B.
E3B 1X5

Seating is limited so register now!



Workshop Registration Form:

Name: _____

Organization: _____

Mailing address: _____

Phone: _____

Email: _____

(Email or phone number required to provide further workshop details or any changes.)

Do you have any food allergies we should be aware of?

I am registering for:

- The Art of Communication: \$495*, early bird \$470* by September 1, 2010
- Handling Difficult People: \$695*, early bird \$670* by October 1, 2010
- Business Basics: Effective Strategies for Successful Meetings: \$695*, early bird \$670* by November 1, 2010

*Plus applicable 13% G.S.T.

Please make all checks out to:
ADIAN Collaborative Resolution Solutions Inc.
and mail to:
527 Dundonald Street, Suite 172
Fredericton, NB
E3B 1X6

Signed: _____

Date: _____