

**STOP
PUTTING
YOUR CAREER
AT RISK!**

BREAKING BAD COMMUNICATION HABITS

- Eliminate vague communication
- Stop responding—start listening!
- Lousy habits to dump today!
- Credibility killers that signal you're weak!
- Tone check: Be clear, not curt
- Eradicate misunderstandings

WE'RE COMING TO YOUR AREA ...

Enroll today online at NationalSeminarsTraining.com/BBCH or call 1-800-258-7246

Communication can make or break your career!

Believe it or not, you're making a ton of communication mistakes right now. You can't afford to stay stuck in a rut, making the same communication mistakes over and over again. And that's exactly why you can't miss **Breaking Bad Communication Habits**. This one-day course is jam-packed with the strategies you need to identify and eliminate ingrained bad habits and start communicating more effectively right away!

Has confusion or a lack of clarity ever put you in a bind? Have you ever found yourself having to go back again and again to clarify instructions? Or found that despite your best efforts people just don't seem to understand what you're driving at? You're not alone.

That's why we developed **Breaking Bad Communication Habits**. You'll be able to get your point across more powerfully and confidently by learning:

- The importance of two-way dialogue and feedback
- Questioning strategies that clarify unclear messages
- Five common nonverbal mistakes everyone makes
- Much, much more!

If you're looking to eliminate poor communication habits, you've come to the right place!



The use of this seal confirms that this activity has met HR Certification Institute's® (HRCI®) criteria for recertification credit pre-approval.

Are you guilty of committing these communication blunders?

✓ MAKING ASSUMPTIONS

A common mistake many people make is assuming that the intended recipient will understand the message.

✓ NOT UNDERSTANDING THE PROBLEM

If there's a communication breakdown, you may not be able to pinpoint exactly where the problem lies.

✓ LACKING CLARITY

A lack of clarity can manifest much later, costing time and money to backtrack and fix problems that could have been headed off with more instruction up front.

✓ RELYING TOO MUCH ON ELECTRONIC COMMUNICATION

Email and text messages are great tools to add to any professional's arsenal, but they're not always the proper communication channel.

These are just a few common communication mistakes, but if you ever commit any of these, even occasionally, then you can't afford to miss this powerful one-day seminar. We'll show you how to avoid these credibility-robbing missteps and more. Sign up now!



Bring This Course to Your Organization

If you have multiple employees who could benefit from this training, consider bringing it on-site to your organization. Our Enterprise Learning Solutions team can tailor any program to meet your unique needs and core competencies. Learn more at NationalSeminarsTraining.com/CorporateTraining or contact a training specialist at 1-800-344-4613.

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What You'll Learn— A Look at Your Agenda

Registration
begins at 8:15 a.m.
Program hours:
9 a.m. to 4 p.m.

The Basics of Good Communication

- What makes a good communicator—shared traits among successful communicators
- Presenting a professional image in all your communications
- The importance of 2-way dialogue and feedback

Communication Mistakes Everyone Makes and How to Avoid Them

- Credibility killers and how to avoid them
- Getting past the need to be right and avoiding passive-aggressiveness
- Neglecting common courtesies: How “please” and “thank you” can make a world of difference
- Chronic negativity and how to overcome it

Listening: An Often Overlooked Aspect of Communication

- Active listening techniques to ensure you're hearing what is actually being said
- Questions: What to ask to clarify an unclear message
- How to avoid spacing out when discussing uninteresting topics

Communication Clarity Killers

- Vague or unclear language—simple errors that can lead to huge headaches
- The dangers of using negative or passive language
- Beating around the bush—strategies to help you deliver negative or unpopular messages with clarity

Email Communication: Sending the Right Message

- The secrets of successful email communication
- Subject lines are headlines: Writing effective headers to grab and inform the reader
- Specifying the desired response: Providing clarity to avoid questions later

Nonverbal Communication

- 5 common nonverbal mistakes everyone makes
- Keeping your emotions in check, even when you're close to losing control
- Eye contact, posture and other vital but often overlooked nonverbal communication elements
- Why signals are often misread and how to avoid misinterpretation

See your complete agenda at NationalSeminarsTraining.com/BBCH

Enrollment Fee

Group discount: When three enroll from your organization, a fourth attends FREE. Group discounts apply to seminar registrations only and cannot be used for STAR12 or on-demand seminars.

STAR12 Professional Edition—only \$499*: STAR12 entitles you to unlimited access to all NST seminars (retail priced \$399 or less) + Webinars, online courses and more for 12 months. Enroll today at joinSTAR12.com.

*Plus tax where applicable

To Enroll ...



Register online at
NationalSeminarsTraining.com/BBCH



Call toll-free 1-800-258-7246

Registration Information

Our Registration Center is open weekdays from 7 a.m. to 7 p.m. CST. Enrollments taken online 24/7.

Check-in begins at 8:15 a.m. The workshop schedule is 9 a.m. to 4 p.m. Lunch is on your own.

Cancellations and substitutions. Cancellations received up to five working days before the seminar are refundable, minus a \$10 registration service charge. After that, cancellations are subject to the entire seminar fee, which you may apply toward a future seminar. Please note that if you don't cancel and don't attend, you are still responsible for payment. Substitutions may be made at any time.

CEUs: Continuing education credit may be recognized by your professional board. Contact your own board to find out what's required. You may also call us at 1-800-258-7246 for additional assistance.

Tax deduction: The expense of continuing education, when taken to maintain and improve professional skills, is tax deductible. Please contact your accountant for complete details.



National Seminars Training

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