

Thursday, March 11, 2010

Online: www.sganetwork.org (begins March 11 at 8 AM CT)

Satellite: 9:30-10:30 AM CT/ 10:30-11:30 AM ET

ASSERTIVE COMMUNICATION: GETTING WHAT YOU WANT THROUGH LISTENING!

FEATURING:

Karen McCullough

www.karenmccullough.com



TARGET AUDIENCE:

All Employees

PROGRAM OVERVIEW:

Most people think of communication as the delivering of a message through speaking or writing while overlooking the equally important aspect of communications – the receiving. Receiving requires **listening**. Research tells us that we spend 45% of our time listening, but most of us are only 20% effective as listeners. Listening is the critical piece that can make or break your success. Many times the best solutions come from a collection of ideas from many individuals and that requires listening.

This program will give you simple tools and behaviors to help you gather information effectively and enhance your communications/listening skills.

TOPICS TO BE DISCUSSED INCLUDE:

- Non-verbal Signals
- The Communication Loop
- Listening Levels

For additional information, contact SGA Network, 972-620-4015 (Nadine Fred - nfred@southerngas.org).