

**WORKSHOPS
THAT WORK**



CONNECTION THROUGH COMMUNICATION

IMPROVING YOUR INTERPERSONAL SKILLS

EVERY CONVERSATION DOESN'T HAVE TO BE DIFFICULT.

Today's workplace is a hurried one and we are in almost constant communication with our coworkers. From team meetings to Zoom calls, to face-to-face chats, text messaging, phone calls, and emails. That's *a lot* of communication. And the problem is that much of our communication is ineffective. Or we get overwhelmed and avoid communicating altogether. It's time to change that.

Two Workshops in One: this course merges content from "Listen Like You Mean It" and "Courageous Conversations."



Listen Up

Hearing someone is not the same as listening. Learn how to listen effectively with practical tips.



Fight the Fear

We often think "confrontations" equal "conflict," so we avoid them. Learn how to fight the fear and have difficult conversations.



Put It All Together

Gain insights into your own strengths and weaknesses, and equip yourself with practical tools to listen and communicate effectively.



ABOUT YOUR INSTRUCTOR:

Tiffany Olson earned a B.S. and M.S. in Communication at Illinois State University. Over the last twenty+ years, Tiffany has taught communication courses at the college-level and now focuses her attention on corporate clients, helping them hone their skills through workshops and one-on-one coaching.

PRAISE FROM PAST ATTENDEES:

"This course helped me uncover areas where I could improve in my interactions with others and gave me the tools to be courageous in my conversations. It has completely changed my attitude towards one-on-one interactions."