



**SPECIALIZED TRAINING SERIES**

**Customized Communication Training Series:  
 A two-year sequence of quarterly workshops customized for your organization**

With this customized training series, an expert trainer from Ovson Communications will present communication workshops at your site quarterly. After first consulting with you, we will advise your organization on which of the following topics to choose.

Throughout the time you work with us, we will monitor the changes and progress in your organization and customize the content of your trainings to address your specific needs, develop concrete solutions, and ensure successful outcomes.

<b>Workshop</b>	<b>Results &amp; Benefits</b>
Team Building through Communication: <i>Communicating Effectively within a Group</i>	<ul style="list-style-type: none"> <li>• Work together effectively as a team</li> <li>• Achieve team goals with less conflict and anxiety</li> <li>• Solve difficult problems by building trust and communicating clearly</li> </ul>
Managing Conflict, Creating Resolution: <i>How to Deal with Yourself and the Other Person</i>	<ul style="list-style-type: none"> <li>• Reduce anxiety, stress, and office tension</li> <li>• Manage difficult conversations and dissolve conflicts</li> <li>• Solve problems and make decisions more quickly and easily</li> </ul>
Communicating Through Difficult Conversations: <i>Communicating Up, Down, &amp; Sideways</i>	<ul style="list-style-type: none"> <li>• Build relationships and trust with co-workers, clients, and partners</li> <li>• Work through conflict situations to reduce stress</li> <li>• Break down defenses and generate agreements</li> </ul>
Working with Difficult People: <i>Without Pulling Your Hair Out</i>	<ul style="list-style-type: none"> <li>• Increase efficiency and keep all team members focused on goals</li> <li>• Have difficult conversations without escalating the conflict</li> <li>• Work productively with upset, angry, or complaining people</li> </ul>
Assertiveness and Confidence to Get What You Really Want: <i>Why No is Not a Negative Word</i>	<ul style="list-style-type: none"> <li>• Express and get what you really want</li> <li>• Be confident and assertive without being aggressive</li> <li>• Accomplish more with less stress and tension</li> </ul>
Presentations with Purpose: <i>Presentation Skills That Grab Them by the Mind and Never Let Go</i>	<ul style="list-style-type: none"> <li>• Handle anxiety, feel confident, and take control of the room</li> <li>• Capture the audience's attention and interest them in your ideas</li> <li>• Develop organized and engaging content that increases sales</li> </ul>
Communication for Managers and Leaders: <i>Making Communications Work at Work</i>	<ul style="list-style-type: none"> <li>• Make decisions and solve problems in less time with better results</li> <li>• Lead your group effectively and increase productivity</li> <li>• Get projects done with less conflict and stress</li> </ul>
Feedback and Performance Appraisal: <i>Building Productivity and Collaboration</i>	<ul style="list-style-type: none"> <li>• Strengthen leadership skills and manage people successfully</li> <li>• Build cooperation and trust that motivates employees</li> <li>• Communicate confidently and listen effectively</li> </ul>
Coaching and Mentoring Skills for Managers: <i>Building Leaders for the Future</i>	<ul style="list-style-type: none"> <li>• Foster employee commitment and loyalty that decreases turnover</li> <li>• Create new leaders who will keep your organization strong</li> <li>• Build relationships and a professional workplace environment</li> </ul>
Leadership In the Multi-Generational Workplace: <i>Managing People Who Think &amp; Act Differently</i>	<ul style="list-style-type: none"> <li>• Improve project outcomes by leveraging all employees' values</li> <li>• Increase teamwork, productivity, and communication</li> <li>• Reduce conflict and disharmony in the workplace</li> </ul>
Gender Communication: <i>Leading Both Sexes in the Modern Workplace</i>	<ul style="list-style-type: none"> <li>• Maximize the skills, thinking, and work values of both sexes</li> <li>• Reduce workplace conflict and disharmony to increase teamwork</li> <li>• Avoid gender bias in meetings and performance evaluations</li> </ul>