



CONNECTIVITY AND COMMUNICATION

HOW TO USE VERBAL AND NON-VERBAL SKILLS TO CONNECT ON A HIGHER LEVEL

Fact: We communicate every moment we interact with others in a thousand different ways we don't even realize. "It's written all over your face!" "I can't hear what you're saying because your actions are screaming at me." "Did you even hear a word I said?" MIS-communication runs rampant when we're not in tune with how we connect with those around us. Did you know that poor skills can lead to mistakes and problems that can cost organizations more than \$1 billion a day? Or that 70-90% of everything we communicate is NON-verbal?

The remedy? A dynamic, fun, interactive keynote which arms audience members with the insights, tools, and eye-opening strategies needed to positively connect. To work TOGETHER. Find common ground. To lead more effectively. Produce on a higher level. And build relationships that are out of this world (in a good way!)

LEARNING OBJECTIVES

During this Stress-busting, Energy-boosting presentation you'll learn how to:

- Listen in layers (and what that means for your future)
- Master verbal and non-verbal communication skills to keep people talking
- Unlock the hidden meanings in the word choices of those around you
- Discover if the person you're talking to is checked IN or checked OUT
- Effectively respond to INTENSE emotion expression
- Skillfully use direct and indirect feedback
- Deploy master communicator tools when a person is on "negative repeat"
- Use powerful Para-Language Cues to make people WANT to listen to you
- Engage rapport-building Mirroring and Echoing techniques
- Project confidence and credibility
- Powerfully neutralize potentially volatile situations
- Channel your inner detective and understand micro-expressions and how they reveal hidden emotion

Positive and powerful connectivity with the people in our lives, personally and professionally, is a foundation BUILDER or BREAKER. For the best possible springboard for long-lasting, mutually beneficial, strength-fortifying relationships – book Dr. Susanne Gaddis today to share this topic with your team. What they'll learn? Will not just change the way they do business. It will impact their lives forever.

Motivational Keynote Speaker and CEO of The Communications Doctor, DR. SUSANNE GADDIS, PHD, CSP, CEO is an internationally-known interpersonal communications expert. With hands-on, results-producing strategies, tools, mindsets and solutions – she delivers game-changing programs that will have your audiences raving and adopting positive change for years to come!

IMPROVE THE WAY YOUR ORGANIZATION COMMUNICATES WITH PRACTICAL IDEAS THAT REALLY WORK

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