

# Just Get Serious™

## About Communicating Effectively

*An interactive, engaging and motivating learning experience*

This interactive seminar will help employees improve the ways they communicate verbally with their managers, subordinates and co-workers. This can, in turn, create a more productive and positive work environment. The program includes group discussions, exercises, insightful personal examples, contests, prizes and giveaways. Seminar content will be customized to address the needs and concerns of the client and specific industry.

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### Participants will learn how to:

- Overcome the barriers to effective communication
- Use various techniques to be a better listener
- Build rapport while talking with others
- Avoid mistakes commonly made in communicating
- Identify their communication style and that of others
- Adjust their communication style to be better understood
- Identify their conflict management style
- Best communicate during a conflict
- Reduce misunderstandings and disagreements

*"I received nothing but favorable remarks and many of the tips you presented are being practiced. I would love to have you come back to do a longer seminar for us."*

Wendy Brown,  
Atlanta Association of Insurance  
Professionals

*"Your presentation was outstanding! You clearly helped the students understand how to better communicate with teachers, parents, peers and others. Please know that you definitely made a tremendous positive impact in the lives of the youth in this program"*

Carolyn Hartfield, Program Director,  
Survival Skills Youth Training

### Program Facilitator



Donna Satchell specializes in helping businesses better serve their customers. Ms. Satchell is known for her engaging and motivating style of training. She has worked in various markets including governmental, travel and tourism, corporate, small business, non-profit and school systems.

Ms. Satchell is a member of the National Speakers Association and the American Society for Training and Development.

For additional information about Donna Satchell and STARR Consulting & Training, visit [www.STARRct.com](http://www.STARRct.com). There you will find details about other programs, testimonials and videos from several of her presentations.

### For more information, including scheduling and pricing, contact:

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