Very Impressive Presentation

A one-day or two-day presentation skills workshop for business presenters and employees of all levels. Two trainers are required to privately coach participants to ensure rapid skill improvements. As course pre-work, participants complete an interactive 2-hour eLearning module on designing a compelling presentation.

"There are three speeches for every one you gave; the one you practiced, the one you gave, and the one you WISH you gave." – Dale Carnegie

Course Overview

Speaker confidence can make the difference between a "good" presentation and an "impressive" presentation. In this dynamic 1 or 2 day workshop, participants learn appropriate physical skills (including posture, movement, gestures and facial expressions), eye communication, and vocal skills to be highly effective in front of groups. Participants then practice these skills six times. Nervous presenters become confident and competent. Videotaped presentations followed by private review sessions with a coach add unique value to this highly interactive workshop. Due to course pre-work, participants come to class with a prepared formal presentation and can therefore focus solely practicing their delivery skills and being coached for improvements on platform skills.

Participants Comments

"Loved the way the program built sequentially, breaking down components of an effective presentation delivery. The video recorded practices and coaching was invaluable! Time flew by!" (Goldman Sachs)

"The course feedback was super! All the participants enjoyed the class very much!" (Alcatel-Lucent)

"The class is by far the best course I have ever taken!" (Dr. Pepper Snapple Group)

Learning Objectives

- Decrease nervousness through positive psychology techniques and physical exercises
- Increase energy and enthusiasm by channeling nervous energy appropriately
- Move with purpose to keep audience attention
- Use hand gestures to match the message to increase understanding
- Maintain audience eye contact to build rapport and trustworthiness
- Use vocal skills for impact and suspense, including elimination of 'fillers'
- Analyze audience and develop presentation content to be 'audience centered', credible, and persuasive
- Develop a strong opening and closing to get attention and move others to action
- Use speaker notes appropriately to appear confident and knowledgeable
- Create colorful, simple, and memorable visual aids for impact and understanding
- Use visual aid technology appropriately to maintain audience eye contact and audience attention
- Set up a Q&A session and handle audience questions with credibility, even when you don't know the answer

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Speaking For Leaders

A one-day speaking and executive presence course for anyone in a leadership position who needs to influence others and build credibility. Two trainers are required to privately coach participants to ensure rapid skill improvements. As course pre-work, participants complete an interactive 2-hour eLearning module on designing a compelling presentation.

"Talking and eloquence are not the same: to speak, and to speak well, are two things."
– Ben Jonson

Course Overview

In this dynamic 1-day program, leaders learn how to speak not only to inform others, but to inspire them by "showing up" with executive presence. Participants learn how to incorporate story telling, build their likability factor by demonstrating authenticity, create a dynamic opening and closing, and develop a visual presentation theme to ensure audience engagement and retention. Various formats of communication are explored, where leaders are required to speak clearly and persuasively in keynote presentations, business or board meetings, panel discussions and even in one-on-one discussions. Intermediate presentation skills are a prerequisite to this workshop. Due to course pre-work via eLearning, participants come to class with a prepared formal presentation about their career story. The e-book "Around the Corporate Campfire" is sent to participants as post-reading to hone their storytelling skills to influence others in business.

Participants Comments

"After learning the principles for speaking, I was able to effectively deliver a keynote speech to over 100 of our management team and partners. The management feedback I received afterwards was that I was more dynamic and that I had the best visuals to support my message!" (I2 Technologies)

"I delivered the best speech of my career due to Holly's coaching - in message, structure and especially in opening and closing for impact. Also, she helped me with vocal delivery skills to engage and influence my audience." (CLEO Communications)

"The entire session was one of the most valuable trainings I have attended." (Ryan and Company, Inc)

Learning Objectives

- Learn how to 'show up' as a leader in any communication format including keynote presentations, business or board meetings,and in panel discussions or one-on-one conversations
- Demonstrate executive presence by communicating confidently through your body, tone of voice and word choice
- Develop strong, attention-getting presentation opening and closing statements
- Develop and practice story-telling as a form of evidence
- Build your likability factor through demonstrating authenticity when you speak
- Develop simplistic, concise and strong statements for impact without using jargon
- Use a presentation theme to ensure interest and retention
- Create visual images in your audience's minds by using analogies, metaphors, aphorisms and stories

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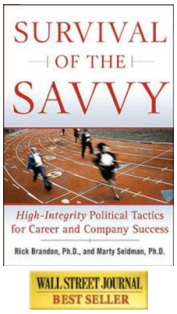
Organizational Savvy

A one or two-day course designed for employees of all levels and uses the power of "high-integrity" politics to achieve career success. Course pre-work includes an on-line Self Assessment .

"Man is by Nature a Political Animal."
– Aristotle

Course Overview

This insightful program adjusts attitudes about power and politics, confronts naivety about organizational dynamics and provides political skills for building organizational impact with integrity. The course uses case studies, dynamic presentations, discussions and practices to prevent you from being underestimated, having your ideas blocked, shrinking your visibility or losing out on promotions. Program based on the best selling book, Survival of the Savvy.



Participants Comments

"Great blend of real life experience and theory. Thank you for respecting the knoweldge in the room while taking us to a higher level of knowledge!" (Johnson & Johnson)

"Great instructor and class!" (Citigroup)

"Good topic for technical employees who are under political!" (Cisco)

Learning Objectives

- Detect and protect yourself from potentially negative actions of overly political, power-oriented colleagues, bosses, or customers.
- Learn practical, non-manipulative strategies for entering the political arena while maintaining integrity
- Learn two primary political power styles in organizations, what influences them, and how to avoid the dangers of adopting the extreme of either style
- Defuse any emotional upset you have about politics as a fact of organizational life, so that you will waste less time and energy.
- Put your handprint on your work, and develop a value statement about your job role in 30 seconds
- Recognize any tip-offs that you may be naive about the level of politics you face
- Learn how to present your ideas or challenge others' ideas with appropriately firm vocabulary, and adjust your language according to the power dynamics of the situation.
- Detect, prevent, and manage deception since even top leaders are vulnerable to distorted information, misrepresentation, and manipulation that can scorch company resources and reputations
- Learn to recognize and handle sabotage in group situations by deftly managing resistance and challenges to your credibility or position

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Straight Talk (for accountability and results)

A one or two-day course designed for managers and individual contributors who are responsible for getting business results through people while building trust in those key relationships. Two trainers are required for the extensive small group skills practices and coaching.

"People don't care how much you know until they know how much you care."

– Dr. Stephen R. Covey

Course Overview

Straight Talk teaches direct, assertive communication that creates more productive, harmonious work relationships, increased accountability, and improved results for individuals, teams, and companies.

All managers, professionals and executives have both task-related and people problems that drain their time, energy, results, morale, job satisfaction, and health. For most of us, it's more often the people problems that keep us up at night, create stress, erode morale, and lower results. Research reveals that interpersonal astuteness and skills comprise the key competency differentiating great from good or average performers.

It's common sense, but not always common practice to improve interpersonal communication, or handle people problems with confidence and competence.

Participants Comments

"The trainers were amazing! They were willing to divert from their planned demonstrations to address real life issues the group was experiencing." (Ryan Company, Inc.)

"I learned how to secure commitment from others and recognize my failures to commit" (Amway Global)

Learning Objectives

- Ownership and accountability for constructive communication, even in challenging situations
- Confidence and empowerment in one-on-one or group communication situations, with a mindset and behaviors that are assertive rather than passive or aggressive.
- Reduced 'bailing out' of tough conversations in relationship-driven company cultures, and less abrasiveness in more competitive organizational climates
- Consistently appropriate honesty, rather than blindly brutal, naive, or unwise honesty
- Stellar active listening skills that increase understanding, convey real empathy, and reduce costly listening errors and tension between work associates

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Ener-Training

A two-day training skills program for trainers, facilitators, and employees who teach others. Two trainers are required to privately coach participants for rapid skill improvements.

"He who dares to teach shall never cease to learn." – John Cotton Dana

Course Overview

Focused energy can make the difference between a "good" trainer and a dynamic "Ener-trainer!". In this engaging two-day workshop, participants learn how to energize, motivate, involve and train others to ensure classroom learning and back-on-the-job productivity. Great classroom training depends on three areas: Content, Learner, and Trainer; Ener-Training gives specific focus to the Learner and Trainer. Participants learn about adult learning principles, learning styles, audience involvement and interaction techniques, trainer competencies, and how to be dynamic in front of a group. Once the focus moves from themselves to the learners, nervous trainers become confident and competent. Videotaped training simulations followed by private review sessions with a coach add unique value to this highly interactive workshop.

Participants Comments

"I expected another 'trainer basics' class, but I received new and pertinent skills to sharpen my saw as a trainer. It was a very well done class!" (FedEx Office)

"You are both masters, incredible and polished. The course was very refreshing and I'm glad I attended. I've been on auto-pilot as an instructor now I have a lot of new ideas that will improve my skills." (AkzoNobel)

"This course has provided so many tools, ideas, and suggestions that will enhance my new and upcoming training techniques. Thank you so much for building my confidence level." (Terex Construction)

Learning Objectives

- Identify and apply adult learning principles to all training content
- Identify different learning styles and apply teaching strategies for all learners
- Apply and match involvement techniques to content to ensure engaged learning and content retention
- Select and use appropriate trainer questioning techniques for guided and discovery-based learning
- Handle questions with credibility, even when the answer is not known
- Manage problem participants by reflecting, reframing and guidance skills, while still affirming them, gaining their respect and buy-in
- Learn to give clear directions for exercises and use effective debriefing questions afterwards
- Increase energy and enthusiasm by channeling nervous energy appropriately
- Incorporate body movement and appropriate hand gestures to get attention and aid in content understanding
- Demonstrate the power of the pause, and eliminate vocal fillers Develop a strong opening and closing to get attention and move others to action
- Use visual aid technology appropriately to maintain participant eye contact

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Power of Questions

A one day training skills program focused on questioning techniques for trainers. Two trainers are required to privately coach participants for rapid skills improvements.

"Successful people ask better questions, and they get better answers."

– Tony Robbins

Course Overview

Great training facilitation requires more than simply having good presentation skills and subject matter expertise. In this engaging one day workshop, participants review Adult Learning Principles and learn how to use Questioning skills to help learners discover learning at a deeper level in the classroom so that knowledge and skills can be applied back at work more successfully. Not only is it key to make the real-time learning experience a good one, but also it's equally important to use Questioning with customers to discover BEFORE the class what is most important for their employees to learn. The three skills taught are Discovery Based Learning Questions (while teaching), Debriefing Questions (to drill down after exercises and discussions), and Consultative Questions (to determine real needs before training begins). Videotaped training simulations followed by private review sessions with a coach add unique value to this highly interactive program.

Participants Comments

"The class stretched my thoughts and the trainers were genuinely interested in my growth!" (FedEx Office)

"Very timely and exactly what we needed at this point in our career…thank you for speaking our language as trainers!" (FedEx Office)

"Great to learn targeted and succinct questioning and how to put them to proper use in the classroom!" (FedEx Office)

Learning Objectives

- Apply adult learning principles to training content to increase learning curve for all types of learners.
- Engage participants in the learning process through Discovery Based Questioning (Ask vs. Tell teaching), resulting in higher levels of retention.
- Drill down to key learning points after exercises by using targeted Debriefing Questions, including difficult or exception-type scenarios 'on the job', to ensure learners know all applications of the skills.
- Determine key customer needs BEFORE a training program is scheduled and delivered by using Consultative Questioning, resulting in a targeted training experience for learners.
- Fine tune trainer platform skills to look and sound confident and competent.

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Visual Communication

A one-day program for any employee who presents or creates presentations for others to present. Presentations become persuasive by applying the visual principles of Mental, Verbal and Visual elements within any content. Course pre-work includes submitting PowerPoint slides in advance for a design makeover shown in class.

"The soul never thinks without a picture."
– Aristotle

Course Overview

"A picture is worth a thousand words." And, 55% of our communication is visual. For business presenters, that means that our visual communication can make or break our presentation! This helpful course includes three main elements for effectiveness: mental-content design and outline, verbal-speaking with word pictures, and visual-projected and printed. Zen principles of visual design are used to promote simplicity, meaning and audience interest, which ensures the presenter's content is persuasive. This program does not teach PowerPoint or platform presentation skills.

Participants Comments

"The made over visuals were powerful; we could definitely see the difference in the before and after!" (Amway Global)

"Eye opening with specific visual examples!" (Texas Instruments)

"Learning to incorporate more visuals in our presentations is valuable." (Cartus)

Learning Objectives

- Plan an audience-centered presentation outline by using left and right brain techniques
- Develop a strong opening and closing for your presentation
- Create interest, gain attention and ensure retention by speaking in word pictures
- Distinguish between audience-centered and presenter-centered visuals and learn why most slideshows miss the mark
- Learn how to make your point quickly by using effective projected and printed visuals
- Design effective page layout for readability and understanding
- Identify appropriate color schemes for visual aesthetics to convey meaning
- Learn why pictures really are worth a thousand words
- Apply the Presentation Zen theory to designing visuals Identify resources for improving your visual presentation

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Communicate to Engage

A one-day interactive program for managers who need to build their team's productivity and morale through engaging them in consistent and effective communication. The skills can also be applied with upper management and inter-departmentally.

"The difficulty about communication is the illusion that it has been accomplished." – George Bernard Shaw

Course Overview

Managers need open lines of communication with their team, especially crucial in times of organizational change and virtual teams. In this dynamic 1-day program, managers learn through exercises and group discussions how to consistently dialogue with their team to build trust, confidence and employee engagement in order to drive business results. Managers learn to communicate better with their employees through these five skills: Telling, Selling, Asking, Responding and Recognizing. This program is a good fit for Change Management initiatives.

Participants Comments

"Course made me aware of new ways to interact with my employees and upper management." (Radio Frequency Systems)

"Loved the role plays. Loved the pace. Kept me interested!" (Alcatel-Lucent)

"Great class, very helpful and great tools to improve performance!" (Amway Global)

Learning Objectives

- Demonstrate appropriate non-verbal behavior, congruent with key messages
- Increase consistent messaging across the team by using a message template
- Understand the affect of change on employees and how they adapt
- Deliver key messages in a concise and persuasive way to gain buy-in
- Develop and deliver a 30-second 'value statement' about your role
- Proactively solicit feedback to gain trust and increase performance
- Involve and engage employees in decision making through use of questions
- Demonstrate listening skills for understanding, acknowledgement and to diffuse emotions in others
- Empower employees to solve their own problems through listening and questioning skills
- Reframe potential negative concerns or news to a more positive outlook
- Apply low and no cost recognition strategies on a consistent basis to build morale and employee engagement

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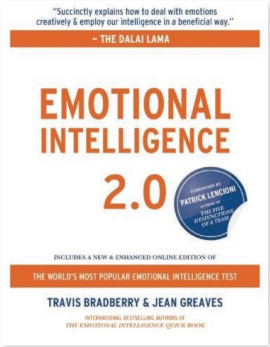
Courageous Coaching

A one-day coaching program for any employee who needs to coach others, especially peers, to higher levels of performance and improved behavior. Course pre-work includes an EI self-assessment, and participants receive the book, "Emotional Intelligence 2.0".

"People seldom refuse help, if one offers it in the right way." – A.C. Benson

Course Overview

It's difficult to improve ourselves without receiving appropriate coaching and feedback from others with whom we work. The challenge for most, however, is not receiving coaching, but GIVING it ...especially to our peers. This workshop focuses on the mindset, the courage, and the communication skills necessary for helping others to improve their performance and behavior. Specific focus is given to peers-coaching-peers in the current business environment of dotted-line relationships and "responsibility without authority". By effectively coaching others to their potential, you contribute to your team's overall success, as well as your own!



Participants Comments

"Great job! I will now feel more comfortable approaching others when needed. I now see this as a discussion versus a confrontation." (Amway Global)

"The skills sets for coaching are great. The trainer made us really think about and plan for situations, which helps prevent assumptions." (Range On-line Media)

"It would dramatically improve company performance if all our employees attended this course on peer coaching." (DRS Infrared Technology Systems)

Learning Objectives

- Recognize the benefits of powerful coaching
- Identify the 7 Feedback Myths and learn the truth
- Identify and manage the mindset required for coaching others
- Identify and utilize the four competencies of Emotional Intelligence
- Build trust and rapport using Appreciation Messages so your coaching sticks
- Give balanced feedback which is both courageous and considerate
- Manage defensive reactions in others
- Distinguish between the four types of performers
- Differentiate between objective and subjective language
- Demonstrate appropriate communication skills in a coaching discussion
- Utilize the 4D Coaching Model in coaching discussions
- Increase communication within your team and across organizations

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True 2 Type

A half-day or one-day session that uses the MBTI personality assessment for teambuilding with audiences ranging from 10 to 100 employees. Course pre-work includes the MBTI self-assessment, and a detailed personality report is given in the program.

"It's beauty that captures your attention; personality which captures your heart."

– Unknown

Course Overview

Personality differences can create innovation and synergy between people, or, if differences are not understood, can prompt misunderstanding and anger. In this dynamic and humorous workshop, participants learn through discovery-based group exercises about their own personality preferences and that of others. With this knowledge, they are able to value the differences better and learn how to communicate and work with others more effectively. They will also learn how to avoid type bias and type labeling.

Participants Comments

"Great teambuilding – energizing and fun! Learning about personality differences will help me work better with my co-workers and to better manage my team!" (FedEx Office)

"The program was fun! I liked that we didn't know our personality type until half way through the class, and we discoverd it through interactive exercises." (Goldman Sachs)

"Now I understand why some of my customers communicate so differently from me. I can adapt my style to be more like theirs, which should help me sell and service my clients better!" (Interstate Batteries)

Learning Objectives

- Learn about the most widely used personality instrument in the world, based on Carl Jung's work, the Swiss Psychiatrist
- Identify self type out of 16 different 4-letter type combinations
- Learn the four functions of Energy Source, Information Gathering, Decision Making, and Orientation to Outside World
- Distinguish between natural preferences and trained preferences
- Identify how type influences behavior, especially when stress is high
- Utilize type effectively in communication with others
- Experience the humor in different type dynamics
- Become aware of type bias and type labeling, and why it's ineffective

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Interviewers' Edge

A one-day program for managers and anyone responsible for interviewing job candidates for talent selection. Program covers the three stages of the interviewing process: Screening, Questioning and Selection, with a focus on behavioral and out-of-the-box questioning. Digital forms are provided for future use in the selection process.

"Time spent on hiring is time well spent."
– Robert Half

Course Overview

Talent selection can make or break a company's success. Attracting, hiring and retaining the right employees is foundational to top notch performance and the company's profits.

In this engaging 1-day program, we focus on the hiring piece of the puzzle, which later affects retention. Managers learn how to accurately assess job candidates by first writing, and then asking, interview questions based on key job criteria. Focus is on gleaning specific work examples from each candidate that meet PAR: Past Action and Results, the best predictor of future success. Skills practices using company-specific job requisitions, their newly written interview questions, and a matrix we provide to track candidates information, all ensure your managers walk out of the classroom with the knowledge and tools to hire the best person for the job every time!

Participants Comments

"Course is full of valuable information! I'm actually very excited about implementing the concepts as well as the interview form in our daily operations!" (Switch/Supernap)

"The practices and real world scenarios were helpful in applying the new interviewing skills, unlike some classes I've had with all theory!" (MCI/Verizon)

Learning Objectives

- Analyze a job to determine key job criteria for successful performance
- Develop effective interview questions with an emphasis on behavioral-based questions
- Conduct the interview in a manner that gathers the maximum amount of critical candidate information
- Make selections based on job-related criteria, avoiding candidate comparison
- Demonstrate how to control challenging candidates during interviews to get the answers you need Identify barriers to effective selection
- Discuss the legal impact of interviewing and hiring

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Mindful Communication

A one-day communication skills program for individual contributors early in their career. Hands on technology is used by participants during class.

"Words are, of course, the most powerful drug used by mankind."

– Rudyard Kipling

Course Overview

In this dynamic 1-day communication skills program based on the neuroscience of empathy, cooperation and trust, participants learn that their interpersonal relationships are affected negatively by poor listening and speaking skills. This can be especially challenging for those employees early in their career where they've not had to yet learn the nuances of nonverbal and verbal communication at work, which can be detrimental to their own productivity and relationships in a fast paced business environment. The strategic skills needed are speaking with clarify, brevity, calmness, kindness and sincerity, as well as listening to another for understanding and to create mutual respect and trust. By learning how to effectively listen, make requests or agreements, and navigate sensitive discussions, employees strengthen their relationships and their productivity will rise.

Participants Comments

"The interpersonal skills coaching I received, and my application of the communication techniques at work, has advanced my career!" (Fannie Mae)

Learning Objectives

- Learn the basics of neuroscience and how the brain works regarding language
- Learn how to 'stay present' and be 'mindful' in a conversation
- Reframe negative self-talk to drive more positive behavior Increase cooperation with others through specific word choices and compassionate listening
- Develop new concise, clear phrases for requests and agreements
- Learn the importance of Intention Statements and Permission Questions to 'ready the listener' for the conversation
- Identify and link work values to personal values to drive communication goals at work
- Ensure intention and verbal message match and the listener is ready to hear you through use of Intention Statements
- Demonstrate non-verbal and vocal behaviors that are congruent with verbal message
- Develop tuned-in listening skills to build trust and cooperation
- Apply speaking and listening skills in a variety of work conversations

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Meeting Magic

A one-day training program for any employee who wants to prevent meeting monotony and achieve business results from their meetings. Course pre-work includes the MBTI self-assessment.

"Discussion is an exchange of knowledge; argument an exchange of ignorance."
– Robert Quillen

Course Overview

Business meetings are often monotonous and many employees believe they are a time-waster because results are often missing. In this engaging one-day workshop, participants learn that ANY employee can obtain great results in a meeting! This program focuses on all three meeting phases: Develop Plan, Deliver Meeting, Define Action. Specific focus will be on facilitating effective meetings, whether or not you are the meeting leader. Participants learn how to identify appropriate meeting roles based on personality types, which ensures involvement, focus, and shared responsibility for a results-based meeting. Also crucial in today's virtual office environment, participants will learn and practice how to engage and manage remote participants.

Participants Comments

"The Myers Briggs evaluation was an enlightening exercise to understand self and others in meetings. Of particular interest were the concepts of facilitating and managing discussions." (Alcatel- Lucent)

"Received excellent points for all 3 meeting phases that can be used daily in my job. Good exercises and discussion points!" (Genesys Telecomunications Laboratories)

Learning Objectives

- Learn how to eliminate unnessary meetings and recognize alternatives
- Identify and utilize all three meeting phases
- Develop and communicate a results-driven agenda prior to the meeting
- Recognize characteristics of an effective and ineffective meeting
- Define meeting roles based on personality types (MBTI)
- Clarify expectations and agenda at meeting start time
- Facilitate and focus group discussions
- Manage difficult behaviors with the three communication skills
- Involve and manage remote or virtual participants
- Close the meeting with clarity and commitment
- Ensure follow-through of action items post-meeting

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Effective Communication: Messaging with Clarity, Creativity and Influence.

A 1/2-day interactive program for leaders who need to create more understanding, retention and buy-in when communicating with their teams and peers.

"If you can't explain it simply, you don't understand it well enough."
— Albert Einstein

Course Overview

In this session, high potential leaders will pressure-test their executive communication style and discover how strategic shifts in clarity, creativity, and influence can be the difference between a good idea that goes nowhere and one that moves an entire organization to action. Through hands-on practice, real-time reframing of their own messaging, and direct feedback on delivery from both peers and executive coaches, participants leave with a sharper, more persuasive presence and the tools to make sure their voice carries the weight it deserves.

Participants Comments

"The What, Why and How of messaging - WHY is most critical for buy-in"

"Invitation vs Conviction phrase choices to influence others, depending on their job level and relationship trust"

"I never understood before the power of storytelling; now I'm more confident I can tell a good story to influence others quickly"

Learning Objectives

- **Clarity**
  Participants will restructure their business messaging to lead with why before what and how, applying a purpose-first framework to eliminate jargon and unnecessary complexity so that their core message is immediately clear to any audience.
- **Creativity**
  Participants will transform clinical, data-heavy communication into compelling narratives by selecting and applying creative techniques — analogy, metaphor, storytelling, or a well-placed quote — to increase engagement, improve memorability, and build genuine buy-in with their listeners.
- **Influence**
  Participants will present their own ideas assertively and challenge others' ideas tactfully by using structured persuasion frameworks that communicate confidence, preserve relationships, and minimize political risk — even in high-stakes situations where disagreement is necessary.

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