

People Skills Programs for Success™ – build people, build profit

Difficult Conversations

Keynote, Breakout Session, Full-day Seminar

- Builds synergistic dialogue skills & competence as a communicator
- Establishes professionalism in disagreements
- Brings differences of opinions to positive solutions
- Provides skills for maintaining professional relationships

Even though words flow freely, it is frightening how much understanding really takes place. Change all that with Karla's program on communication and dialogue skills that help you restart, reframe, and successfully end any conversation you get engaged in.

Customized for executives, managers and supervisors, team members, sales professionals, or customer service personnel.

Seeing Others with 20/20 Vision

Breakout Session, Full-day Seminar

- Grounds self-identity and builds self-confidence
- Increases respect for differences
- Makes communication more candid and constructive
- Improves the ability to build rapport

Why are some co-workers and clients so easy to relate with and others so impossible? In this entertaining program, you gain valuable insights into how you think you project yourself and how others actually view you. You'll learn how to de-puzzle human behavior and unravel the complexity of human relationships. The success tips for relating to others gives you the advantage when it comes to influence.

Includes: Human Behavior De-puzzler Indicator

Customized for executives, managers and supervisors, team members, sales professionals, or customer service personnel.

Selling with Sound Bites

Keynote, Breakout Session, Workshop

- Builds confident sales professionals
- Helps refine sales pitches
 - Increases dialogue and conversation skills
 - Improves delivery of features and benefit statements



Use the influence skills of TV commentators, politicians, and experienced sales professionals: sound bites. This program helps you refine the parts of your sales pitch to several sound bites that are attention-getting, humorous (if appropriate) and well within the attention span of your listener.

This is an excellent program for customer service personnel who make add-on sales.

