Communication Skills to Strengthen Your Ability to Connect

This fast-paced engaging program will provide practical skills and strategies to deal more effectively with the wide range of people and personalities that staff interact with on a daily basis. Some people are easy to connect with, others seem to have a hair trigger or a bottomless pit of complaints. This program will present ways to communicate more successfully and to build better relationships. Participants will discover what makes people difficult to communicate with, and will leave with several key strategies to work more effectively with them.

By the end of this program participants will:

- Understand a model of communication styles
- Learn a new way to read another person’s behavior
- Learn how to adapt your communication style to better connect with others
- Understand what makes people difficult and what causes conflict
- Learn strategies for defusing tense situations and preventing conflict

Presenter: Alan Krieger, trainer, organizational consultant, and leadership coach. Known for his practical approach to training and for providing strategies you can put into use immediately, Alan has been President of Krieger Solutions, LLC, a training and consulting business, for 23 years.

*Supervisor’s Approval Required to Attend

To Register Contact: Brenda Seckerson
EAP Coordinator
bseckerson@albany.edu
442-5483 or online at
http://www.albany.edu/eap/event_sign-up.htm

Thursday, June 16
9:00 am - 11:30 am
Assembly Hall
Campus Center

Deadline to register:
Tuesday, June 14