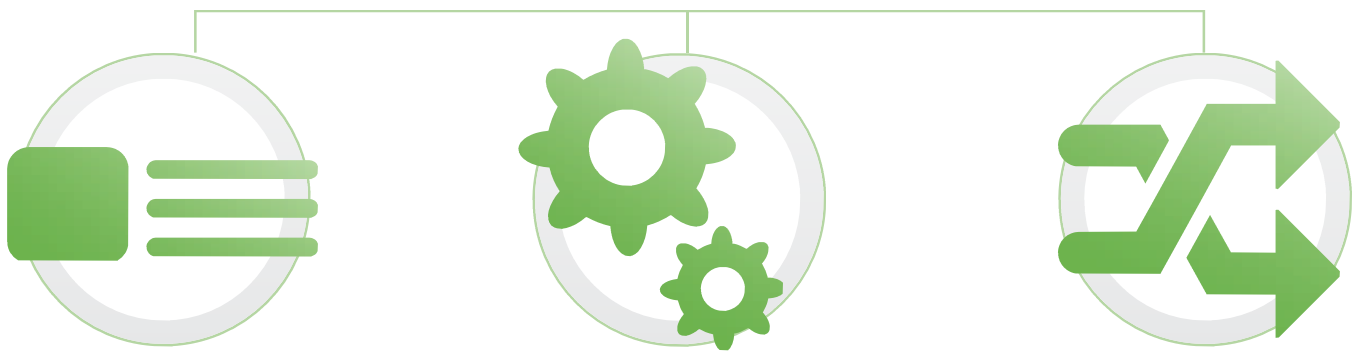


Uncover Human Interactions

If your team could improve their communications skills by 10%, 20% or 30%, what would it mean to your business?

Every job description has a line, visible or not that says, work effectively with people. There's also an expectation that our skills will improve the more senior our roles become in an organization. The challenge is most of us were not taught how to communicate effectively, or about how people are different and what that means, except through experience. Communication is a requirement in everyone's lives, but we rarely invest in learning how to do it better.

How It Works



1. ASSESS EMPLOYEE STYLES

Have your sales, management or operational team complete the Pro.file Communicator survey. They'll receive their results to review and begin to learn about their own traits, and how those traits cause them to behave.

2. INTRODUCE THE CONCEPT

Participants are introduced to the science of communication, the different style patterns and how each style is motivated to think, talk and act. They learn how to identify these styles by watching body language and listening to verbal cues.

3. APPLY NEW KNOWLEDGE

Through workgroup activities, the Communicator manual and open discussion, strategies are taught to apply this new knowledge. Participants begin to apply these strategies to immediately increase their interpersonal effectiveness.

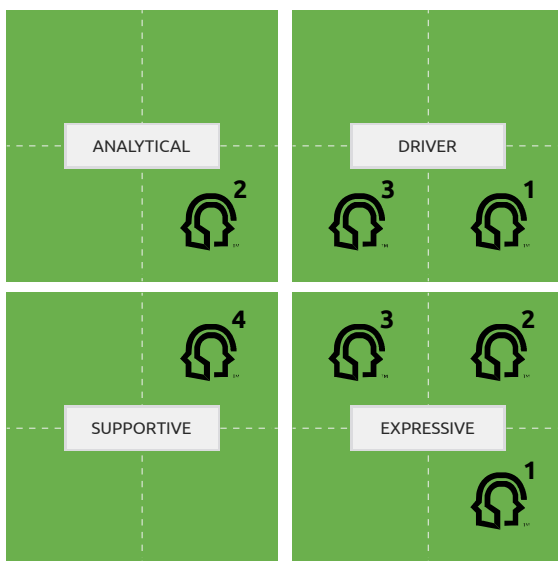
Pro.File Communicator

Define the Style

Ever wonder why you easily connect with some people and not with others? Learn why it's easier to get on the same page with certain team members, and how you can improve the relationship with those you have trouble communicating with. Through words, gestures, and body language we're always communicating. But whether or not the "receiver" understands what the "sender" meant to say, is not just a matter of what was said, but how

and why. Using an online survey and interactive workshops, learn about the differences in people, and more importantly, strategies to make working relationships more productive and more effective. With greater understanding of individual communication styles, employees will learn to communicate more effectively with one another.

Pro.File Communicator Group Results



Style Types

Analytical

- Uses careful analysis and reflection
 - Seeks evidence before buying in
- Uses *why* in communication

Driver

- Right into business with minimal small talk
 - Goal driven, take charge
 - Uses *what* and *when* in communication
- Expressive

Supportive

- Accommodating and Naturally helpful
- Brings a peace making style into situations
- Uses *how* in communication

Expressive

- Outgoing, enthusiastic
- Focus on getting to know others
- Uses *who* and *where* in communication

Three Workshops

Team Building

- Build skills to increase the participation and contribution of different styles
- Address communication and work style differences which impact productivity
- Gain new insights into the kind of perspectives individuals can bring to situations

Sales & Customer Service Training

- Understand how styles impact client/customer relationships
- Learn how to prevent lost opportunities due to miscommunications
- Discover why clients have reservations or raise objections

Managing and Supervising Diverse Behaviors

- Understand how to communicate with individual staff more effectively
- Improve the clarity and delivery of your messages
- Ensure information reaches the right people – in the right way