

Speaking Programs

Communication Success: 7 Strategies for Long-Lasting Business Relationships

Certification: Master of Rapport

IMPRESS IMMEDIATELY!!!! This program will increase your communication skills with both your internal and external customers whether you are a front line employee, a sales representative, or a manager. Communication Success gives participants the tools they need to create an immediate first impression and then turn that “**impression**” into a long-term relationship. It creates confident communicators.

Participants will learn:

- The 7 ways to build rapport.
- How to make themselves memorable.
- The art of questioning and enthusiastic listening.
- The 4 elements of the “meet and greet” and how to master them.
- How to tackle any presentation by systematically keeping your attitude on track.
- Techniques to remember names and make someone feel at home.
- Their ability to build commonalities and strengthen rapport.
- How to increase internal customer relationships through a customer-based exercise.
- How to use body language, voice, and words to become unforgettable.
- Specific elements on how to read body language and learn what body language says to others.
- What to do when something goes wrong.
- The top 10 most powerful words that motivate people to action.
- The 3 critical elements of powerful communication and how to portray them.
- How to project an image that displays confidence, professionalism and “polish”.