

INNOVATING THE FUTURE



PROACTION ASSOCIATES PRESENTS

# RESULTS-FOCUSED COMMUNICATION

Customized for your team and organization.

This **powerful** one-day workshop focuses on building the skills that allow you to get the results you want from conversations at work and at home.

## Who should register for Results Focused Communications?

This professional program is designed for all individuals—students, executives, managers and employees in the private and public sectors—who wish to become more balanced and more effective as communicators, able to achieve the outcomes they want and need to advance key personal and organizational initiatives.

## What you will learn in Results Focused Communications:

You will develop skills and learn theories that will significantly improve your workplace performance and ability to work with others. This workshop uses experiential, one-on-one or small group practice sessions to ensure that participants walk away ready to implement new, proven approaches for getting positive results in their everyday communication interactions.

- Learn to communicate with clarity, intention and confidence using specific, advanced communication skills.
- Build self-awareness and understanding of the kind of impact you have on others.
- Learn which types of responses tend to escalate or de-escalate the level of intensity that forms the backdrop to your communication interactions.
- Identify your typical communication response to intense situations and practice alternate responses to achieve more useful results.
- Manage your reactivity to others in moments of intensity and seek, through inquiry and curiosity, to restore the communication flow.



## Program facilitator: Sherene Zolno, MA, CC, RODC

Ms. Zolno is an executive coach and consultant with nearly 30 years in the field. A Registered Organization Development Consultant and a Master Certified Coach, Ms. Zolno's client work includes designing and facilitating whole-system change processes, and the delivery of developmental programs in leadership, teambuilding, improving communication, mentoring, and building a competent workforce.

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