

Your employee is interested in learning new skills with AMA. Beyond helping you both achieve your goals, here's why that's an excellent idea.

AMA Seminars offer your employee:

- **Extensive practice in a supportive environment.** You really can't learn new skills from an app. You need to experience it, practice it, and get personal attention to the details that make a difference. There is simply no substitute for learning by doing.
- **Feedback from experts.** Our instructors are not professors—they are practitioners in the field, focused on what works now in the real world. Participants agree instructors make a difference and have rated our faculty 4.83 out of 5 stars. What's more, your employee will be learning alongside peers from other organizations gaining insight and knowledge from other industries and expanding their professional network.
- **Tools and techniques designed to improve performance.** Our courses are instructionally designed to make a difference in performance, which is why 99% of participants report they are using what they learned back on the job after taking one of our courses.
- **An Experience.** Yes, we know two or three days seems like a lot. But dedicating that time to truly master new skills is worth the time and money. And we're not just saying that—our customers agree: 98% of participants would come back for another course.

Still feel like you can't spare your employee for a training session?
Take a look at [our live online courses](#) which minimize time away from work.

Either way, remember that we don't lecture—we accelerate performance.

Need help? Contact 1-877-566-9441 or visit www.amanet.org/2150

Business Conversation Skills for the Multilingual Professional

Express your ideas directly and clearly using the conventions of American verbal and nonverbal communication.

For multilingual professionals, opportunities lie in knowing how to express your ideas in any business conversation correctly and confidently. This comprehensive 2-day workshop will improve your conversation skills on all levels through interactive discussions and case studies. You will gain the confidence you need to speak your mind at work and create a style of business conversation that works for you and will help you achieve your professional and organizational goals.

How You Will Benefit

- Express yourself in a way that will increase self-confidence
- Recognize business conversational pitfalls and how to avoid them
- Develop skills to recognize different styles in business conversations
- Gain the ability to become assertive and focus on the issues being addressed
- Increase your knowledge of body language and other nonverbal communication
- Select effective business language, patterns of delivery, and structures

What You Will Cover

- Apply cultural factors to conduct audience analyses and plan successful business conversations
- Recognize the elements of American nonverbal behaviors and their place in conversations
- Choose vocabulary that is clear, culturally appropriate, and promotes conversation
- Apply fundamental American grammar rules correctly
- Assemble messages to deliver proper emphasis and meaning using verbal and nonverbal elements
- Apply multisensory listening skills to reduce misunderstandings and promote conversations
- Evaluate how to influence others through an analysis of the situation and of your conversation partner's position, needs, and responsibilities

- Recognize that American business communication is about selling ideas both inside and outside the organization
- Action planning

Who Should Attend

Multilingual business professionals who have a solid knowledge of the American English language but find difficulty in verbal and nonverbal aspects of business conversation in U.S. companies.

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