

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/2210

Communication Boot Camp

Text messaging, emails, the Blackberry—there's no shortage of ways to communicate quickly in the Digital Age. But what happens face-to-face when you need to find the right words and communicate them in the right way?

Let's face it: there's no substitute for in person, one-on-one communication, and having the skills to master such interactions is crucial for both business and personal success. This unique, 3-day course is designed to give you a strong foundation in essential communication skills and competencies. Through practice sessions and role plays, you'll be on your way to developing the confidence and communication know-how you need to establish yourself in the business world—and keep moving ahead throughout your career.

How You Will Benefit

- Optimize communication skills you already have
- Get strategies to better assimilate verbal information
- Effectively interpret the knowledge you hear
- Improve work relationships and reduce misunderstandings
- Communicate clearly and appropriately—and with greater confidence
- Choose the right words even in difficult circumstances
- Expand your influence and be recognized for your skills

What You Will Cover

Assessing Your Communication Skills

- Understanding the skills you already possess
- Assessing your effectiveness and identifying improvement areas

Developing Your Listening Competencies

- Defining the competencies of effective listening
- Identifying the different components of the information you're hearing
- How to take a more active role when listening
- Increasing comprehension through mental openness and feedback

Increasing Cognitive Skills to Promote Comprehension

- Discerning, analyzing and evaluating
- Visual aspects of verbal communication

- Relating information productively to your own experiences
- Creating mental cross-references between old and new information
- Framing statements and discussions

Roadmap for Clearer Communication

- Understanding effective body language and appropriate word choice
- Finding mutual connections or similarities to enhance communication
- Controlling emotions and establishing the right tone of voice
- Storytelling with imagery, passion and evocative language
- Creating a personal action plan

Who Should Attend

Early career professionals or anyone interested in enhancing their fundamental verbal communication skills, including coordinators, specialists, analyst, consultants, associate managers and project managers and leadership-track administrative professionals.

Special Feature

Schedule

- [3] days - \$2,345 Non Members
- [3] days - \$2,095 AMA Members
- [3] days - \$1,984 GSA

Credits

1.8 CEU/21 CPE

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