

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/2271

Dynamic Listening Skills for Successful Communication

Developing dynamic listening skills to ensure effective communication is the secret ingredient to your organization's bottom-line demands!

What are listening skills like in your organization? When was the last time you wanted to scream: "Is anyone listening?" Well, you're not alone. Although all of us talk and listen to one another, we may not have the best listening skills or be truly communicating. In a working environment defined by diversity, stress and uncertainty, it is not surprising that misunderstandings abound.

But help is on the way! This powerful seminar delivers *The Strategic Verbal Communication System*—an easy-to-learn process that enhances listening skills and communication and encourages productive interactions.

How You Will Benefit

- Discover a powerful communication model for turning all interactions into productive outcomes
- Provide constructive information by addressing the performance...not the person
- Coach and counsel employees to build productivity and future employee development
- Develop listening skills and show interest and concern
- Clarify meaning and verify information to minimize misunderstanding and wasting time
- Fine-tune your listening skills to foster positive attitudes by providing effective feedback

What You Will Cover

- Acknowledging the emotions and ideas of others to build trust and improve communication in team situations
- Adjusting communication behaviors to communicate with different styles
- Applying active listening skills to separate message content from feeling
- Asking questions to expand knowledge and bring out new ideas
- Directing others by giving clear instructions and delegating

Who Should Attend

This seminar is designed for everyone who wants to ensure that he or she is

This seminar is designed for everyone who wants to ensure that he or she is applying listening skills to communicate effectively.

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