



Formats:
Keynote, Three-Hour,
Day & Multi-Day
Training

Key Objectives:

- Listen for and manage points of view
- Tell the tough truth gently
- Balance honesty and kindness in communication
- Make honesty non-threatening
- Speak with purpose
- Express feelings appropriately at home & work
- Master & Detect "Teflon" & "Velcro" communication
- Be a conversation architect
- Understand communication gaps & bridge them
- Speak your mind without losing it!

May be followed by executive coaching for individuals & teams.

SAY WHAT YOU MEAN: Effective Communication Skills

If you aren't getting the results you want or expect, you may not be communicating clearly and fully.

Especially when it matters, people are reluctant to say what they mean for fear of rejection or disapproval & from simply not believing in their right to their opinions, feelings, insights or wants.

Communication is a learned art... AND anyone can greatly improve his or her skills with time, practice & intention.

When you communicate effectively, you get the desired outcome of your interaction. If you want a project changed, a raise, or, even, your babysitter to arrive at a specific time - all that's really required is that you SAY WHAT YOU MEAN in a way that the LISTENER will perceive the information as you intended---AND YOU GREATLY INCREASE THE LIKELIHOOD OF GETTING THE RESPONSE YOU WANT.

Power of Intention + Assertive Skills = Effective Communication

Participants say:

*"Rhoberta's presentation was factual & entertaining and she maintains a consistent calm so that you really believe she walks & lives what she talks. The "A-HA" for me was to always be honest combined with always being kind. That's a tall order."
D. Kideckel, Business Manager, Royal York Dental*

"I gained some insights into why I might not be operating at my optimum. Her presentation style touched my heart." - Jim O'Donnell, CEO, Jaguar Consulting.com

"I enjoyed Rhoberta's humorous & knowledgeable style. I liked how clear & strong her own communication was." - Therese Skelley, Coach & Psychotherapist, Scottsdale, AZ



Dr. Rhoberta Shaler solves people problems at work. She trains and coaches professional service providers worldwide who are committed to investing in their greatest asset... *their people.*

An expert facilitator, Dr. Shaler helps executives & entrepreneurs develop the effective communication skills they need to have powerful conversations that reduce conflict, build trust, and streamline negotiation. Clients say that Rhoberta Shaler, PhD, is "a gentle, effective and enthusiastic teacher" who is "down-to-earth while knowledgeable, practical, energetic...and humorous." An acclaimed and popular keynote speaker, her light-hearted approach and value-packed content help audiences quickly grasp valuable skills & strategies.