

Participant Benefits

Write Psychologically Effective Letters

Learn how to write for your reader using a conversational tone and persuasive message to get them to follow through with what you want.

Eliminate Writing Errors

Learn the use of proper grammar to enhance the clarity and effectiveness of your correspondence and improve your credibility.

Increase Readability of Correspondence

Avoid people emailing and calling you with more questions after receiving your correspondence by learning how to write with clarity to improve readability.

Write Effectively in 40% Less Time

Learn how to write more effective emails, letters, memos, and reports in less time by making your point quickly, clearly, with fewer words while still getting your point across.

Reduce Need for Re-work

Accelerate your personal efficiency by learning how to organize correspondence quickly and reduce the need for re-work.

Write Under Pressure with Relative Ease

Enhance your work performance by learning techniques for organizing memos, letters and reports to make them quick to write.

BONUS - Access to Web Version

Access to a comprehensive web-based program after the course to reinforce concepts learned and support your own specific writing needs.

WORK SAMPLE
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Dynamic Writing

"The Dynamic Writing course in its entirety is very interesting and helpful and has become my favourite course. It is my goal to practice the tools you have provided and master the craft of writing."

"Techniques that I found most interesting and helpful include the structure of a 'Quick No' letter. I also found of interest learning how to recognize and respond to a letter of complaint that may conceal a reasonable request, and how to reject a complaint."

"Although I found the whole Dynamic Writing course to be both useful and informative, constructing the core sentence, writing the outline, and collecting information on cue cards, will be the most helpful for my work. The information presented in Dynamic Writing will remain a great reference tool in my future writing endeavours."

"I loved this course for the vast information it provided me. I definitely will recommend this course to others. Thanks again!"

"Since taking Dynamic Writing, I've improved my report writing skills and the techniques I learned have saved me many hours. Dynamic Writing was a great course. I have taken many writing courses in university and none were as well tailored for business writing."



Clear Communication Consultants Ltd.
Vancouver, BC Canada
www.clearconsultants.com

(604) 632-4042

Unlocking Learner Potential

clearconsultants.com

The Dynamic Series

Dynamic Writing

Workshop



Learn proven techniques for writing quickly and effectively

For more information or to register, please call:

(604) 632-4042

Workshop presented by:

clearconsultants.com

Course Outline

Dynamic Writing teaches participants to write clear, results-driven communications. The workshop focuses on business and technical correspondence, with participants learning how to write memos, emails, letters and documents in up to 40% less time. We'll also look at the importance of tone and learn how to foster goodwill and collaboration through writing.



Dynamic Writing is highly recommended to all staff, supervisors or managers who write emails, letters, memos, or planning documents.

The workshop includes:

- Short presentations
- Teamwork and individual instruction
- Optional marked assignment
- Access to Written Power, our online writing course
- Follow-up after completion

Additionally, all **Dynamic Writing** participants will receive a copy of Dr. McKeown's **Powerful Business Writing** and a 60-page workbook.

Learning Objectives

Dynamic Writing teaches proven techniques for writing quickly and effectively. Participants who complete this workshop will be confident in their ability to:

Write quickly and correctly, using computer shortcuts where applicable

- Use proper grammar to write **clearly**
- **Spell** and **punctuate** correctly
- Write **psychologically effective** letters
- Organize email correspondence **quickly**
- Take **effective** notes at meetings
- Use a **positive tone** in communications in order to get good results
- Present written reports and minister notes **clearly**
- Get correspondence approved in less time and with **fewer rewrites**

Enquire about booking a **Dynamic Writing** group workshop tailored to your organization.



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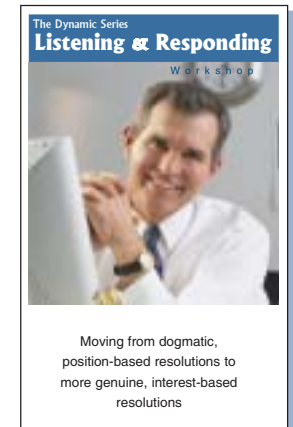
Other workshops in *The Dynamic Series* include:

Winning Communication Skills teaches participants a range of flexible, reliable communication skills they can use to work



successfully with a wide range of people. Our facilitators help each participant identify his or her individual personality type, and learn how to work with other types that pose particular challenges.

Listening & Responding teaches simple and effective techniques for removing listening blocks and responding to clients in a listener-friendly manner. Participants will learn how to improve communication skills by moving from dogmatic, position-based resolutions to more genuine, interest-based resolutions.



Unlocking Learner Potential

Workshop presented by:

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Participant Benefits

Expand your Communication Skills

Learn to communicate more effectively with a wider range of people and establish a win-win communication climate so you can interact successfully with diverse groups of people in internal and external environments.

Create Dialogue & Build Connections

Learn to choose the best words, emotional tone, and nonverbal communication to build and maintain interpersonal relationships and open doors to new opportunities.

Solve Communication Challenges

Be prepared to meet people challenges head-on by learning how to apply good empathic techniques that promote understanding. Add to your credibility by learning how to handle negative situations with ease.

Understand Temperament Preferences

Personality type impacts communication style. By learning to recognize underlying communication needs you will know how to adapt your communication techniques in ways that will allow you to participate more effectively and with maximum positive impact.

Deal Effectively with Difficult People & Personalities

Discover communication techniques that promote understanding and allow you to achieve consensus among people with personality types that have posed challenges in the past.

WORK SAMPLE

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Winning Communication Skills

"I have taken the time to read up about personality types in your materials to better understand how my manager likes to approach problems, tasks etc. Taking her communication preferences into account, I have now decided to send her an email when I need to discuss something with her. She really appreciates this new approach."

"Your approach was the first to really make an impact on how I view the events that have occurred in my life and how I have dealt with them. I am delighted to say that, not only have I been able to approach situations with a new sense of knowledge and skills, my effectiveness in helping others through their challenges and difficulties has been significantly improved and enhanced."



"The biggest thing I learned from your course was that being assertive means putting the issue out in front, taking the emotion out of it and being able to discuss it openly and honestly."

"I have been applying what I learned both at home and at work. I am now able to better understand why people behave in certain ways - in particular, ways I used to find annoying. Now that I know more about the people around me I am better able to work with them. Thanks for an excellent course!"

"I want to convey my sincere thanks for the time you took to assist me through what has challenged me for such a long time."

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The Dynamic Series Communication Skills

W o r k s h o p



Identify your personality type
and learn how to work with
other types that pose
particular challenges

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Course Outline

Winning Communication Skills teaches participants a range of flexible, reliable communication skills they can use to work suc-



cessfully with a wide range of people. Our facilitators help each participant identify his or her individual personality type, and

learn how to work with other types that pose particular challenges.

This workshop is ideal for all staff, senior officers, and managers, and includes:

- Short presentations
- Group work involving innovative communication approaches
- Work on actual job challenges, both individually and as part of a team
- Active participation
- Exploration of a variety of cognition techniques
- Ongoing feedback from peers and instructor

All participants will receive a workbook and text containing tips on applying innovative communication skills at work.

Learning Objectives

Winning Communication Skills equips participants with the skills to communicate effectively and professionally, and with a wide variety of people. Participants who complete this workshop will be confident in their ability to:

- **Solve** communication challenges in a variety of ways
- **Understand** their temperament preferences
- **Overcome** subjective and objective communication blocks
- **Respond** assertively when necessary
- Employ **empathic** techniques that promote understanding
- **Adapt listening** and response techniques to improve teamwork
- **Participate** more effectively in the workplace and at home



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Other workshops in *The Dynamic Series* include:

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The workshop focuses on business and technical correspondence, with participants learning how to write memos, emails, letters and documents in up to 40% less time. We'll also look at the importance of

tone and learn how to foster goodwill and collaboration through writing.

Listening & Responding teaches simple and effective techniques for removing listening blocks and responding to clients in a listener-friendly manner. Participants will learn how to improve communication skills by moving from dogmatic, position-based resolutions to more genuine, interest-based resolutions.



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Participant Benefits

Remove Listening Blocks

Learn to overcome your communication barriers by using active listening skills to anticipate and remove common listening blocks and improve the outcomes of verbal interactions.

Improve Responding Skills

Promote a climate of mutual understanding and respect by becoming skilled at listening attentively and empathically for more productive interaction with a wide variety of people.

Respond Effectively to People Under Stress

Learn how to implement strategies for minimizing and resolving conflict by drawing on emotional and intellectual abilities when responding to people who are under stress.

Develop Verbal and Nonverbal Skills

Improve your ability to influence others by learning important verbal and nonverbal skills that make successful dialogue possible and help open others' ears to your point of view.

Improve Personal Effectiveness

Develop your conversational abilities by bringing out both emotional and logical perspectives on issues. Discover how to frame clear conversations, and learn to use techniques for warming up the relationship climate with individuals and groups.

WORK SAMPLE

moenconsulting.ca

Listening & Responding

"What I have found most noticeable since taking this course is when someone is talking to me I have stopped rushing ahead in my mind adamant that I know what they want and where they are going. This helps me truly focus on the person as one who has the right to be listened to. It also lays groundwork for sound communications skills. Thanks so many times for such a wonderful day!"

"Since taking your course I have discovered trigger words that before would get me upset or frustrated. Now I try to focus my attention on what is truly being said before I respond."

"With an unruly client on the phone I will smile - it comes through in your voice. This takes the edge off their anger and frustration and it is easier to come to a positive resolution."

"Seeing the difference between 'real' and 'working' relationships, I am now working towards being a more pro-active listener and communicator. Thank you."

"I realized from the conflict drama triangle in this course that I have gradually taken on the behaviour of the 'villain'. These negative feelings were affecting my outlook and attitude at work. I am now able to change and move outside the triangle, whereas before the situation would only have worsened. Thank you!"



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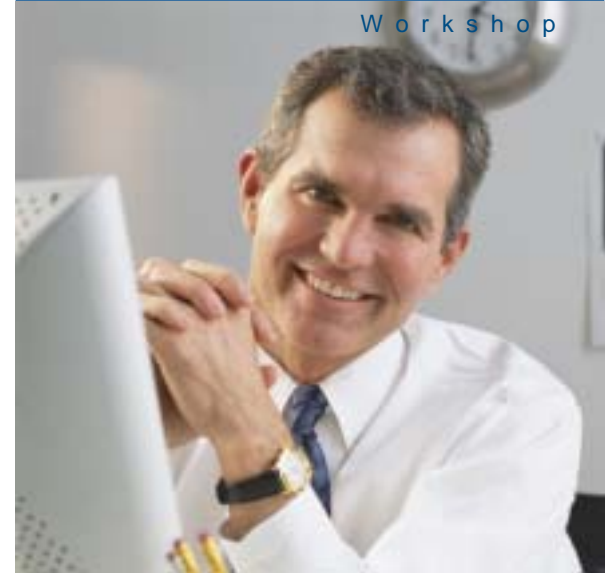
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The Dynamic Series

Listening & Responding

Workshop



Moving from dogmatic,
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Course Outline

Listening & Responding teaches simple and effective techniques for removing listening blocks and responding to clients in a listener-friendly manner.

Participants will learn how to improve communication skills by moving from dogmatic, position-based resolutions to more genuine, interest-based resolutions.



Listening & Responding is highly recommended to staff, senior officers, and managers who want to learn basic and advanced communication techniques. The workshop includes:

- Short presentations
- Group work in listening and speaking
- Oral presentations
- Active participation
- Exploration of consensus-finding techniques
- Ongoing peer and instructor feedback

All participants will receive a listening and responding skills workbook, as well as a textbook on improving business listening skills.

Learning Objectives

This course teaches participants how to listen and respond effectively, and provides participants with the skills necessary to communicate with a wide variety of people. Participants who complete this workshop will be confident in their ability to:

- Overcome mental barriers to **listening well**
- Understand the four **internal blocks to listening**
- Deal with 3 common errors in **appraising speakers**
- Understand and adapt to **cultural differences**
- Adopt a flexible, situation-appropriate **listening approach**
- Understand the **target audience(s)**
- Understand the roles of **emotion** and **logic**
- Respond from a perspective based on **shared interests**



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