

Extraordinary Communication



“The most important proven factor of success is emotional intelligence – the most important factor of emotional intelligence is the ability to communicate effectively.”
Jeffrey Patnaude, from: *The Year of your Transformation*

Communication is the key to relationship management – it is the highest expression of emotional intelligence and has been proven to contribute up to 60% of any individual’s success, personally and professionally. *Mediocre Communication* will achieve the norm or a standard below whereas **Extraordinary Communication** becomes the benchmark toward which the superior contributor strives.

On-site Training

In the **Extraordinary Communication Seminar**, a one day—fast paced experience, you will learn:

- The 3 Stages of Change and how to assess your communication requirements
- The Six Dynamics of Influence and how to use them – or be used by them
- Hacking your Own **Hard Drive** – Your Personal Reality (Values, Behavioral Drivers and Psychological Type – MBTI)
- Adjusting your **Software** for creating an environment for **Listening, Learning** and **Leading** your customer conversations
- Owning the Room through **Civility, Savvy** and **Service**
- Making a professional, stand-up presentation
- Ways to enhance your virtual presentation and presence
- How to **avoid Power Point** with a more effective alternative
- The Art of Storytelling
- Organizing any talk from Formal to Impromptu
- Work Life Flow – *It’s Quantum Sense*

Extraordinary Communication Course Purpose

To further develop highly skilled business professionals, capable of and committed to influencing extraordinary results for themselves, their customers and their Organization.

Extraordinary Communication—some additional nuggets you will obtain:

- **Knowledge** – how to organize your information succinctly and purposefully
- **Energy and Passion** – how to use the correct voice and body language
- **Timing and Ease** – presenting an authentic self that engages the audience
- **Storytelling** – the ancient and most effective way to engage the heart and mind
- **Understanding Others** – including all FOUR quadrants of any audience
- **Purpose** – serving the audience rather than seeking applause

Program/Process Includes:

- The Practice of Journaling, memory retention skills and your personal journal
- Myers-Briggs Type Indicator (Pre-work Link: <http://www.humanmetrics.com>)
- Personal Value Assessment (Pre-work Link: <http://www.valuescentre.com/pva/>)
- The Six Power Influencers
- The Art of Quality Listening
- Best Practices in Communicating Professionally and Personally
- The Book: Living Simultaneously – Achieving Work/Life Flow

Groups limited to 12 participants: 8:30 a.m. – 5:30 p.m.

“I have been to a lot of courses in communication but this one blew them all out of the water.” Ashley Tokotch

“This is likely the best course I have taken. Everyone should have to take this course. Great job!” Drew Whitney

“This was the most valuable training I’ve been to in 9 years.” Michael Stewart

“What I’ve learned will make me a better person, as well as a more effective engineer and I’m very thankful to Jeff for that. I would pay out of my pocket to attend training like this every year.” Joel Tamargo

“I was skeptical when my Boss told me I was going to this training. I was expecting power points and mumbo jumbo. WOW was I wrong. Best training I’ve ever been to. Very Relevant! I have a lot to work on, and am committed to doing so.” Robert Jackson

The Patnaude Group Inc. is an international training company that helps business professionals of all levels realize their potential while developing strong leadership skills. The executive leadership and management programs created by **The Patnaude Group Inc.** have played a critical role in creating long-lasting relationships with Fortune 500 companies in the arenas of High Tech (Cisco, Hewlett-Packard, Qlik, Advanced Micro Devices) Pre-cast concrete (PCI members) and Cyber Security companies (Looking Glass, Ironbow) as just some examples. Corporate programs are developed to meet specific company needs and support the overall culture of an organization. Whether an international technology firm or a small, non-profit organization, our training programs are designed to maximize the capabilities of every participant.

Thank you for your interest in our Extraordinary Communication seminar.
For more information about The Patnaude Group Inc.,
please call 540-270-6825 or visit www.patnaude.com
We look forward to serving your training needs.

