



## Mary Mayotte + Associates

### Speech Fitness Institute®

160 E. 84<sup>th</sup> Street, Suite 5C | New York, NY 10028  
212.772.1275 | fax 212.772.1285  
23 South Garfield | Denver, CO 80209  
303.321.8935 | fax 303.321.8936  
email: [info@speechfitness.com](mailto:info@speechfitness.com)  
web: [www.speechfitness.com](http://www.speechfitness.com)

## Communication Across Corporate Borders

This workshop focuses on communication skills in professional situations where there may be adversarial barriers and where you want to establish your company position or your point of view.

The program's focus is accelerated, interactive learning that allows participants to experience, first hand, the skills they need for improved communication while also giving them an opportunity to take "ownership" of what works, what needs work and what's missing. The interactive video taped exercises used in this program are designed to be executed sequentially with each exercise having a specific "skill" challenge that is a building block to the next exercise.

The content concentrates on –

- Refining and refocusing communication goals
- Creating a positive perception of yourself or your organization through effective conversation
- Improving listening skills to gather valuable and necessary information
- Creating a climate for participation
- Creating "win-win" conversation skills to dispel opposition

The "art of diplomacy" plays a pivotal role in these sessions to assist in creating a positive perception of yourself and your message. Content includes specialized techniques to –

- Take the risk to put your point of view on the table
- Exhibit leadership
- Practice keeping cool under fire
- Validate a point of view without repeating or necessarily agreeing with what has been said
- Understand misconstrued motives (bias, attitude, history)
- Build a bridge to opportunity
- Be a gracious representative of your organization

Through actual organizational situations or realistic scenarios, participants learn how to –

- Improve their ability to quickly organize a presentation
- Use "bridging skills" to build a strong team consensus
- Use win-win" conversation skills to dispel opposition
- Use diplomatic skills to move the process of selling an idea to a group
- Create appropriate clarity of logistics to achieve the goal
- Assert a sense of personal and company style
- Think in terms of details necessary for a "signature event"
- Use social skills to connect players to the group

## THE TIME TO TRAIN – IS NOW!!

**S**tart the Journey   **F**-/-e-x the Mind   **I**gnite Results!!

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**Visit us on the web [www.speechfitness.com](http://www.speechfitness.com)**