

10270 Old Columbia Rd., Suite 100,  
Columbia, MD 21046  
410-381-8660 \* FAX 410-381-1558  
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*48 Hour cancellation notice for refund. Not deductible as a charitable contribution, may be deducted as a business expense.*



**Maryland Works, Inc.**

**3 Easy Ways to Register!**

\*Fax: 410-381-1558

\* E-mail: [registration@mdworks.com](mailto:registration@mdworks.com)

\*Mail to: Maryland Works, Inc.

10270 Old Columbia Rd, Suite 100  
Columbia, MD 21046-1854

## Can We Talk! Effective Interpersonal and Organizational Communications

Wednesday, November 15, 2017

9:00 a.m. – 12 noon

Registration begins at 8:30 a.m.

Being able to communicate effectively is a necessary and vital part of the job for every manager, supervisor, job coach, employment specialist etc. This program explores strategies for presenting information so that it enhances the communication process and reduces miscommunication with others. Key areas covered include:

- ✓ Perception and basic communication skills
- ✓ The steps of the communication process
- ✓ Giving and receiving responsible feedback
- ✓ Proactive and clarifying messages
- ✓ Effective oral communication
- ✓ Increasing communication effectiveness when training and providing directions

Participants will increase their understanding of the role of interpersonal communication and identify the effect of specific communication messages on the outcome of work situations.

**Speaker: Joni Daniels** is an accomplished and dynamic speaker who has delighted audiences of all sizes for more than twenty years. As a consultant, trainer and entrepreneur, Joni possesses a wealth of career experience from which she draws and develops targeted, relevant and substantive presentations for audiences at all levels of personal and professional development.

Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_ Email \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_/\_\_\_\_/\_\_\_\_ Fax: \_\_\_\_/\_\_\_\_/\_\_\_\_

\_\_\_ **Member @ \$60.00** (\$55.00 for each additional attendee from the same agency)

\_\_\_ **Non-Member @ 90.00**

**Method of payment:** \_\_\_ **Visa** \_\_\_ **Mastercard** \_\_\_ **Check** enclosed (payable to Maryland Works, Inc)

Card number \_\_\_\_\_ Exp \_\_\_\_\_ CSC Code \_\_\_\_\_ (3 digit code on back of CC)

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Signature \_\_\_\_\_ E-Mail \_\_\_\_\_

(Credit Card Receipt will be e-mailed)

Billing Address Associated with Credit Card \_\_\_\_\_

**ADA Accommodations** (please specify) \_\_\_\_\_ **Deadline for special needs is two weeks prior to program date**