



3 Easy Ways to Register!

*Fax: 410-381-1558

* E-mail: registration@mdworks.com

*Mail to: Maryland Works, Inc.

10270 Old Columbia Rd, Suite 100

Columbia, MD 21046-1854

Location:

10270 Old Columbia Rd., Suite 100,

Columbia, MD 21046

410-381-8660 * FAX 410-381-1558

www.mdworks.com

48 Hour cancellation notice for refund. Not deductible as a charitable contribution, may be deducted as a business expense.

Maryland Works, Inc.

Can We Talk!

Effective Interpersonal and Organizational Communications

Tuesday, November 27, 2018

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