

DIANNA BOOHER, CSP, CPAE

AUTHOR ■ SPEAKER ■ CONSULTANT

INCREASING PRODUCTIVITY THROUGH EFFECTIVE COMMUNICATION

COMMUNICATE WITH CONFIDENCE®

Dianna will share practical techniques for improving the quality of business and personal communications. This presentation will make audiences aware of how poor communication confuses people, creates stress, and destroys relationships at work and at home. Audiences will leave with specific techniques for communicating clearly, concisely, and credibly.

Audiences will learn to—

- Think on their feet
- Organize ideas for greatest impact and clarity
- Frame the positive approach when delivering bad news
- Apologize without groveling or grit
- Verify assumptions
- Distinguish between statements, questions, and objections
- Build rapport with colleagues and customers
- Listen until they really hear
- Criticize without crippling
- Clarify direction and instructions to others

Alternate title:

Communicate With Power and Impact

Supplementary Materials to Reinforce Learning:

Book: *Communicate With Confidence!* (McGraw-Hill)

A nationally recognized business communication expert, Dianna is the author of more than 40 books, including more than 20 on communication topics (Simon & Schuster/Pocket Books, Random House/Ballantine, Warner, McGraw-Hill). Her work has been excerpted, reviewed, and featured in media such as *Good Morning America*, *The Wall Street Journal*, *The New York Times*, CNN, CNBC, *USA Today*, *Forbes*, National Public Radio, *Bloomberg*, *Boardroom Reports*, *Investors Business Daily*, Fox Family Network, *Washington Post*, *New York Newsday*, *Los Angeles Times*, *Chicago Tribune*, *Success*, and *Entrepreneur*, among other national radio, TV, and newspapers. Britannica, Nightingale-Conant, Thomson Corporation, American Media, and InterCom also have produced video, audio, and software series based on several of her business titles.



"...Your energy and enthusiasm for your craft is contagious. The degree of information you shared with our audience on ... *Communicate with Confidence* was outstanding! The feedback that we have received has been phenomenal and the symposium has been phrased as "the best ever." Of course, this feat could not have been accomplished without the delivery of relevant information and a quality speech..." —Valerie Benton, Command Chief Master Sergeant, National Guard Bureau

"This is to commend you for your significant contributions to corporate America. You have changed the way corporate America communicates."
—Dr. Mary Kay Kickels, Vice President of Corporate Training, Encyclopaedia Britannica Educational Corporation

Many came up to me after the session and commented about the message you presented and thanked me for booking such a dynamic speaker."
—Jonathan Bowyer, Manager of Field Sales Training, Hallmark Cards

