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AUTHOR ■ SPEAKER ■ CONSULTANT

*INCREASING PRODUCTIVITY
THROUGH EFFECTIVE COMMUNICATION*

LISTENING UNTIL YOU REALLY HEAR

This session gives attendees an opportunity to sharpen their listening skills and techniques. With increased awareness and additional tips, they'll improve job performance and build stronger relationships.

Audiences will learn to—

- Identify attitudes and habits that negatively affect message reception
- Gather information through probing questions
- Verify assumptions and accuracy
- Build rapport through attentive body language
- Interpret feelings that accompany facts
- Identify distortions and mental erasers
- Listen discriminately to persuasive appeals
- Focus on six essential elements of hearing instructions clearly

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.



"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 Encyclopedia Britannica Educational Corporation*

"'Listening Until You Really Hear' was by far the best I have been to."—*Denise Baer, Training Team, Shell Oil Company*

"Everyone found the information helpful both personally and professionally—I believe we are already seeing improved communication and attitudes changing as a result of the points you made. Your time with us was educational, motivating, and enjoyable."—*Glenn Walker, President, Atlas Match Corporation*

